

**Region 7
PACIFIC SOUTHWEST REGION
OF THE NATIONAL NETWORK OF LIBRARIES OF MEDICINE
(PSRML)**

Quarterly Report

April - June 2000

Contract No. N01-LM-6-3527

Date Submitted: October 24, 2000

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Los Angeles, CA 90095-1798**

TABLE OF CONTENTS

	PAGE
I. BASIC NETWORK PROGRAMS	1
II. OUTREACH PROGRAMS.....	5
III. APPENDIX A: RAC MINUTES	10
IV. APPENDIX B: OUTREACH SUBCONTRACT REPORTS	18
Public Health Information Link (P.H.I.L.) for Nevada	19
Hawaii Public Health Information Virtual Education (HiPHIVE)	31
Web-based HIV Information for Northern Nevada (WHINN)	40
Health Information Resources for Southern Nevadans	48
LINCS Clearinghouse <u>L</u> inking <u>I</u> nformation for <u>C</u> hildren with <u>S</u> pecial Needs	53
Access to Electronic Health Information for the Public (UCSD).....	55
Improving Access to Health Information for Consumers of Pima County.....	59
Access to Electronic Health Information for the Public (Planetree)	64
V. APPENDIX C: OUTREACH REPORTING FORMS	71
VI. APPENDIX D: EXHIBIT REPORTS	74

**Pacific Southwest Region
National Network of the Libraries of Medicine
Quarterly Report**

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BASIC REGIONAL NETWORK PROGRAMS

Regional Needs Assessment

- The hospital library evaluation survey had an amazing number of returns. We received 326 completed surveys, a 81% response rate. The surveys were sent to our statistical consultant, Zoe Stavri, Ph.D., for input. Preliminary data summaries were received. PSRML librarians met with Ms. Stavri in May to plan completion of the data analysis.
- The Regional Advisory Committee met at UCLA on April 5, 2000. Minutes of the meeting are included in Appendix A.

Network Membership Program

- Region 7 has a total of 617 Network Members.
- DOCUSER records for 30 libraries were updated online during the quarter.

Resource Libraries

- Staff at the regional Resource Libraries continued evaluating and contributing new web resources for the BioSites project.

Network Development

- Ms. Sandstrom participated in planning activities for the Library of California (LOC), a multitype library network within the state. She represents the NN/LM member libraries in California (77% of the PSRML network members). She was a participant at Core Planning Group meetings for LOC – Region IV (Arroyo Seco Library Network) on May 3 and June 8. She made a presentation at the April 11 meeting in Norwalk, CA. PSRML continues to facilitate the efforts of health sciences librarians throughout the state in the LOC planning process.
- Barbara Bibel, librarian at Oakland Public Library, Oakland, CA (an NN/LM Network member) received a PSRML professional development award to attend “Out of the Mist, Into the Millennium: A Symposium on Alternative and Complementary Health Care Information,” offered in conjunction with the Medical Library Association annual meeting. Ms. Bibel was able to apply the collection development knowledge gained both in her own

institution and in development of a published bibliography (*Booklist*, 96(22):2192-3, August 2000).

- Jane Barnwell, librarian at Palau Community College (an NN/LM Network member) received a Professional Development Award to attend the Grant Writer's Toolbox workshop in Irvine on June 7. Ms. Barnwell is reviewing various grant opportunities available to improve health information access in her area. In addition to attending the workshop, Ms. Barnwell met with PSRML staff at UCLA and discussed Palau telecommunications difficulties that affect Internet access. Telephone rates through the government-supported telephone utility are high. Long distance calls must be made from the telephone company, rather than from local instruments, which results in severe limitations on ISP choices in Palau.
- PSRML staff attended NLM teleconferences and provided feedback on the new DOCLINE system.
- In conjunction with the Tripler Army Hospital Library, PSRML conducted a videoconference DOCLINE introduction for librarians in Honolulu on April 20.
- During June and early July, Clair Kuykendall, Andrea Lynch and Elaine Graham conducted a total of 23 training sessions on the new Docline system. Training sessions were held in 12 cities throughout Region 7, and over 350 network librarians attended.

SERHOLD

- Region 7 currently has 374 SERHOLD contributors.
- Approximately 20 requests for assistance in using the Online Updating System were handled during the quarter.

Document Delivery

- One DOCLINE application is pending as of the end of the quarter.
- Assistance with DOCLINE access and use was provided to individual Network members on an as needed basis. Approximately 50 requests for assistance were received during the quarter.
- The Region has 358 DOCLINE libraries; 25 of these are Borrow-Only libraries.
- A total of 30 DOCLINE routing table requests were completed at PSRML during the quarter.
- Region 7 currently has 155 libraries providing Loansome Doc services, and 80 of those also serve unaffiliated health professionals.

	SERHOLD Contributors	DOCLINE	Percent Participants	BORROW ONLY DOCLINE
Arizona	42	40	95%	5
California	303	290	96%	18
Hawaii	13	13	100%	1
Nevada	11	10	91%	0
Pacific Basin	5	5	100%	1
Overall participation	374	358	96%	25

- During the quarter 623 Loansome Doc inquiries were received. Of this number 330 were from health professionals and 294 were from non-health professionals. Detailed statistics are provided below:

	HP	Not a HP	Total
STATE			
Arizona	39	24	64
California	262	251	513
Hawaii	8	7	15
Nevada	16	8	24
Pacific Basin	5	2	7
Totals	330	292	623

Microcomputer Training Facility

- The training facility was used by the following groups this quarter: UCLA Medical School Dean's Office for a Microsoft Office *Excel* training class and the Louise M. Darling Biomedical Library Staff Development Committee for a presentation on current topics in Nutrition.

Communications

- The May/June issue of *Latitudes* was electronically published in the middle of May; 41 print copies of this issue were distributed. A notice for the May/June issue of *Latitudes* was e-mailed to the RMLRG7-L listserv and e-mailing list for *Latitudes*. The *Latitudes* Web index page (<http://www.nlm.nih.gov/psr/lat/>) received a total of 794 hits in the second quarter.
- PSRML staff participated in monthly teleconferences by the Network Office.

- PSRML provided an NN/LM orientation for Kathy Kwan, NLM Associate, and Elena Leonova MLA Cunningham Fellow, during their April 21 visit to the UCLA Biomedical Library.
- The following videotapes and audiotapes circulated to health sciences library staff during the quarter: 5 videotape copies of *Libraries, Copyright and the Internet* and 24 audiocassette copies from the Medical Library Association 2000 Annual Meeting and Exhibit.

Program Assessment/Feedback from the Region

- Philip Wexler of NLM's Specialized Information Services taught the *Toxicology Web Resources at the NLM and Beyond* class at the University of California, Davis on April 10, 2000. PSRML arranged the course in response to a needs voiced by regional Network librarians for enhanced toxicology information search skills. Thirty-five participants attended this half-day session. Mr. Wexler agrees to provide additional training sessions at other regional locations later in the year.

Referral Service

- No Activity

Consortia

- Region 7 has 22 library groups that are recognized in the new DOCLINE system. The number has decreased due to the minimum requirements for Library Groups in the new system.

Grant Applications

- PSRML co-sponsored with regional MLA chapters the "Grant Writer's Toolbox: Strategies for Developing Competitive Proposals" on June 7 in Southern California and on June 8 in Northern California. This one-day workshop focused on NLM and NN/LM grants, subcontracts, and purchase orders. Michelle Kreidler and Alison Bunting were instructors. It successfully prepared and stimulated participants to apply for the PSRML outreach awards that had a proposal deadline two weeks later. A total of twenty-three participants attended the workshops.

Staff Activities

- Ms. Hamasu attended an SLA program, "Principles of Creative Thinking," featuring Peggy Van Pelt from Walt Disney Imagineering.
- Ms. Hamasu was scheduled to teach the MeSH and MEDLINE sections for the UCLA Department of Education and Information Studies course on Health and Life Sciences Bibliography. Ms. Graham and Ms. Sandstrom were scheduled to teach the Nursing

Information Resources section. Unfortunately the minimum enrollment was not met and the course was cancelled.

- Elaine Graham attended the UCLA Department of Education and Information Studies Internship Open House on May 11 to present information on PSRML opportunities. Subsequently Brian Brown, a second-year graduate student, contacted PSRML, was interviewed by Claire Hamasu, and accepted the offer of a PSRML internship. Under Ms. Hamasu's supervision, Mr. Brown will assist with the PSRML Internet Connectivity Support Program and other outreach activities.
- PSRML staff attended the RML Directors Meeting held prior to the Medical Library Association conference in Vancouver, B.C., in May. All PSRML librarians attended the MLA Annual Meeting and Exhibit, Ms. Sandstrom attended two continuing education classes on consumer health information at MLA, and Ms. Graham attended the Pacific Northwest Region's class on planning and evaluating outreach programs. PSRML staff attended various NLM presentations at MLA, as well as meetings with NLM and other NN/LM staff on NN/LM web development, DOCLINE and SERHOLD, and consumer health information.

II. OUTREACH PROGRAMS

Applied Technology/Technology Awareness

- Anaheim General Hospital, Brea Community Hospital, and Fallbrook Hospital District completed their participation in the Internet Connectivity Support Program. From the usage reports sent by the hospital liaisons, the workstations did not have high usage during year. At Brea Community Hospital the librarian consultant was the major user as evidenced by high use on the days that she worked. The Anaheim and Fallbrook hospital workstations were used appropriately, but the average monthly usage was eight days a month.
- Ms. Hamasu visited Hollywood Community Hospital–Van Nuys and introduced the Internet Connectivity Support Program to the administrator and other key staff members. She reviewed searching PubMed, MEDLINE^{plus} and other health resources. This was to be a hands-on training session, but the facility had been having problems with their phone lines, so training will have to be rescheduled.
- In May, PSRML introduced a web page that offers links to electronic versions of the titles on the Brandon/Hill List of Journals for Small Hospital Libraries.¹ The web page provides information on the type of access (free, pay-per-view, etc.) and years of coverage. This has proved to be a very popular site. We regularly receive feedback informing us of the changing electronic status and availability of the entries, and the web page is updated to reflect these changes.

¹ Hill, DR. Selected list of books and journals for the small medical library. *Bull Med Libr Assoc* 1999 Apr; 87(2):145-69.

- On May 23, Elaine Graham and Michael Miller attended the UC Metadata Workshop in Irvine, sponsored by the California Digital Library, University of California. Dr. Howard Besser, Associate Professor, UCLA School of Education and Information Studies, taught the half-day workshop, which provided an overview of what metadata encompasses, the various ways metadata is used (including UC applications), and methods of creating and storing metadata.

Direct Outreach to Health Professionals

- On May 24, Clair Kuykendall participated in the HIV Prevention College, presenting at one of ten sessions in the colloquium held in San Diego, California. Participants in the colloquium included HIV prevention providers from a variety of clinics and agencies in San Diego County. Ms. Kuykendall presented HIV information resources on the Internet. The resources profiled included NLM sites and the Centers for Disease Control (CDC) web site, with content suggestions provided by the CDC). CDC referred the colloquium organizers to PSRML, since the program is in our geographic area. Colloquium organizers and participants were previously unaware resources offered by the NLM or the PSRML. The response to the PSRML presentation was excellent, and we were invited to return and present again next autumn, when the colloquium will be conducted a second time.

Outreach Subcontracts

- Quarterly reports were received from the two regional *Partners in Information Access Projects*. An overview of project accomplishments appears here, and the full reports appear in Appendix B.
- **HiPHIVE, Hawaii Medical Library.** The HiPHIVE web site now contains 20 individual pages, with 993 links. The Hawaii Department of Health continued to actively promote the web site <<http://hml.org/hiphive/>> and training. Four training sessions were offered, including one in the Diabetes Education Center located in the Hilo shopping mall. Lack of local agency communications and personal contacts resulted in less than anticipated attendance in Hilo. HiPHIVE experience has shown that people will not attend training on non-working days. A significant project finding is that while the web site address has been announced and promoted widely, an actual “tour” of the content and demonstrations of how users might find information is necessary for people to use the site. The HiPHIVE web site has been linked from the National Information Center on Health Services Research and Health Care Technology <<http://www.nlm.nih.gov/nichsr/hsrsites.html>> under public health.
- **P.H.I.L., University of Nevada School of Medicine.** Additional training with State Health Division staff was discussed with the State Health Officer. Compact training equipment was procured for off site training in rural and urban areas. Seven training sessions were held. Contacts were made with the program chair of the combined meeting of the Nevada Public Health Association and Nevada Rural Health Association regarding presentation and training at the meeting. Joan Zenan and Wil Townsend presented a

paper on the PHIL project at the MLA Annual Meeting; the session was well attended, and their paper was the only one to include a public health professional. The project received 105 Loansome Doc requests during the quarter.

- The final report for the project “Web-based HIV Information for Northern Nevada (WHINN)” was submitted by Terry Henner, Savitt Medical Library, University of Reno School of Medicine (see Appendix B). The AIDS web site developed as part of the project garnered positive attention from the press. The products of the WHINN project also complemented the efforts of Savitt Medical Library in working with public health professionals in Nevada.
- Nine applicants submitted proposals by the June 15 deadline for the Year 2000 Outreach Award. We were very pleased with this number. We attribute the high response to the easy application form and the encouragement provided at the grants writing workshop. Five workshop participants submitted proposals. PSRML RAC members Davis Rios and Sharon Bergland served as proposal reviewers. All nine applications were deemed to meet the review criteria, and Ms. Hamasu sent out follow up questions to all nine awardees to obtain additional information needed to draft subcontract agreements. Proposals and question responses will be forwarded to the NLM National Network Office for final approval.

Special Populations/Subjects Outreach

- On April 12-13, Ms. Hamasu and Ms. Kuykendall participated as faculty for “Evidence-Based Medicine on the Front Line” a workshop sponsored by the *Western Journal of Medicine*, UCSF Department of Family and Community Medicine, Kaiser Permanente, and the Network (a group of health-related organizations). The workshop focused on the use of PubMed in searching for evidence for patient care. Ms. Hamasu and Ms. Kuykendall also introduced PubMed in a pre-workshop session for participants who were not familiar with the interface.
- At the request of NLM, Ms. Hamasu attended a research session of the Student National Medical Association meeting held in Los Angeles on April 19, to talk about grant resources available on the Internet and the role of PubMed in the grant writing process.
- On May 19, 2000, Ms. Graham and Ms. Hamasu met with Russell Toth, Director, and Antonio Le Mons, Health Education Coordinator, at the California AIDS Clearinghouse to discuss the AIDS information summit that Mr. Toth had proposed at the RAC meeting. PSRML agreed to work with the California AIDS Clearinghouse in organizing this summit, a forum for participants to share ideas on improving access and delivery of AIDS information.

Underserved Health Professionals

- No activity.

Inner City Project

- No activity.

Internet Grateful Med and PubMed

- Information on PubMed was included in the activities described in other parts of this Outreach Programs report.

Minority Institutions

- No activity.

Exhibits

- PSRML exhibited at Pri-Med West, a primary medicine conference held in Long Beach, California. The meeting had an attendance of approximately 7,000 health professionals and students, including physicians, nurse practitioners, and physician assistants. Librarians Judy Bube, University of California, Irvine, and Eileen Wakiji, California State University, Long Beach, assisted PSRML in staffing the exhibit booth. The complete exhibit report is included as Appendix C.

Consumer Health Information Services Program

- Quarterly reports were received from five regional libraries awarded funding for projects on *Access to Electronic Health Information for the Public*. An overview of project accomplishments appears here, and the full reports appear in Appendix B.
 - **Planetree Health Resource Center.** To develop “Planetree at the Grail”, Planetree’s first branch library in East San Jose, development efforts during the first quarter focused on conducting meetings and formulating agreements, physical and space planning, and collection development. Staff has been creating a user-friendly library environment and addressing the challenges and opportunities of “boundary” issues in the shared space of the community center location. Changes in key project personnel have resulted in extra effort to rebuild relationships and confirm a shared vision. Staff has been working with community lay leaders to promote services offered by the new library. During the quarter, 233 persons have either used the new branch library or have heard targeted presentations about the services.
 - **Arizona Health Sciences Library.** During the first quarter, many administrative and financial issues of the project were addressed, the project was promoted through a press release, a project name was selected, and web site development began. The project has been named CHILI (Consumer Health Information Links for Everyone) with the emphasis on “everyone”. The web-accessible database of local organizations (SOAHR – SOuthern Arizona Health Referral) that supports the project is operational at <http://www.ahsl.arizona.edu/soahr>. Two workshops are being planned, and an

analysis of health reference questions that have been received by public librarians is being conducted.

- **University of California, San Diego Biomedical Libraries and The Preuss School UCSD.** Most of the first quarter was spent on administrative activities. Because of the need to resolve procedural matters regarding funding of the project and school site construction, the timeline for the project was revised. A programmer has been recruited and work is underway on hardware and software purchases, and network access. Curriculum development is underway.
 - **Las Vegas-Clark County Library District, West Charleston Library.** Equipment has been purchased to use for staff and public presentations. Web site development is progressing. A Web site evaluation criteria form has been completed to assist in selecting links for the site. Web page design recommendations have been formulated. The project is being publicized to the library district and to support organizations.
 - **ValleyCare Health Library.** During the first quarter, policies and procedures for the project were drafted. A workable definition of “special needs” is being formulated. The scheduling of project advisory committee meetings has been a challenge, so other means of communication are being used to develop the project. It was decided to focus collection development efforts on video format. Cabling to the library for enhanced Internet access has been completed.
- PSRML continues to facilitate the extension of the consumer health information pilot project initially funded by NLM and the California State Library and completed by the Del E. Webb Library of Loma Linda University (see report in Appendix B). The California State Library is now funding additional training (using the series of health reference modules developed by Webb Library staff for training public librarians) for library staff in Region V of the Library of California. This Region includes the counties of Inyo, San Bernardino, Riverside, Imperial, and San Diego. PSRML is coordinating this extended training effort. Additional funding has also been provided by the California State Library to enhance public library collection resources at the main and branch libraries in these counties. Purchase of the books needed at the public library sites is being coordinated by the Webb library, with the assistance of PSRML.
 - Heidi Sandstrom collaborated with Lynne Barker, the librarian at Bravo Medical Magnet School, Los Angeles, on a health information training module for high school students. This module was used to instruct a total of 7 classes on April 4 and April 11 at Bravo.
 - Ms. Sandstrom met with Los Angeles County Public Library staff at the CHIPS facility in Torrance on April 6 to discuss possible expansion of consumer health information services at the CHIPS library.
 - PSRML staff participated in consumer health information teleconferences on April 11 and May 26.

APPENDIX A

RAC Minutes

Pacific Southwest Regional Medical Library

Minutes of the Regional Advisory Committee

April 5, 2000

ATTENDEES: Gloria Arredondo, Sharon Berglund, Ysabel Bertolucci, John Breinich, Mary Lou Goldstein, Cynthia Henderson, Florence Jakus, Jenny Reiswig, Tom Rindfleisch, David Rios, Russ Toth, Michael Whaley (for Gerald Ackerman)

PSRML STAFF: Alison Bunting, Elaine Graham, Claire Hamasu, Clair Kuykendall, Andrea Lynch, Heidi Sandstrom

Elaine Graham welcomed participants and reviewed the objectives for the day: to get input for developing future programs and to get feedback about ongoing PSRML programs. Next, participants were asked to introduce themselves and to describe one notable development in their respective environments.

INTRODUCTIONS

John Breinich – Hawaii Medical Library is consolidating its historical and archive activity into a single center and will provide electronic access to the materials. Digitization of the historical materials is supported by an endowment. HML is also working on a virtual museum of medical instruments.

Sharon Berglund – The HIPHIVE project's training efforts on e-resources have gotten a great response. This project initially was to include training for small groups of participants, but there have been occasions when 40 people have signed up.

Michael Whaley – Nevada is making progress in spreading computing technology and connectivity throughout the state; expansion of a video network is underway. The University of Nevada, Reno is looking forward to building its new medical library. Statewide distribution of medical services is increasing in Nevada.

Tom Rindfleisch – As noted in a recent *US News & World Report* article, Stanford University, along with other medical schools, faces funding challenges. Library renovation is a \$185 million project.

Jenny Reiswig – UCSD has a consumer health grant award to do outreach at the Preuss School, a charter school on campus. UCSD will be building a new biomedical library in 2004. There is an ever-increasing demand for electronic resources.

Russ Toth – The California AIDS Clearinghouse has distributed 3.5-4 million users with health education materials through over 14,000 AIDS service providers. These materials are targeted to African Americans, Latinos, Vietnamese, Koreans, and Chinese.

Ysabel Bertolucci – Kaiser has a task force to look at information services; only one librarian was appointed to the task force. Kaiser is building eight new hospitals in California that will have call room/medical libraries. Kaiser wants to provide library service on a national level. She noted that the library is no longer in charge of information.

David Rios – Loma Linda University is conducting a pilot project in consumer health information.

Gloria Arredondo – The Arrowhead Regional Medical Center is a new hospital, occupied just a year ago. The Inland Empire medical library consortium is meeting again; members recognized the importance of networking.

Mary Lou Goldstein – Scottsdale Healthcare is celebrating the first anniversary of the consumer health library in Fashion Square in Scottsdale. The hospital consumer health library is now three years old. A new women's center and cancer center are planned. Consumer health information services are being funded as community outreach. The Library's web presence is expanding, with requests coming in via the Internet. Attractions have included diabetes screening, flu shots, and a turn-in your toothbrush campaign (500 people attended over a two-hour period).

Cynthia Henderson – The Library supports nursing, occupational therapy, physical therapy, and physician assistant programs at Samuel Merritt College. A series of acquisitions and mergers has left employees at the associated health care institutions nervous about their jobs. So far, these changes have not affected the library.

Florence Jakus – The Las Vegas Clark County Library District has received a Gates Foundation grant, in addition to an LSTA grant and a PSRML subcontract for developing consumer health information services. Greater emphasis is being placed on e-resources at the West Charleston Library.

AGENDA REVIEW

The objectives of the meeting were to gather ideas about future directions for health sciences libraries, to obtain input for planning and developing future NN/LM programs to improve access to health information for health professionals and the public, and to get feedback about ongoing PSRML programs and services.

FUTURE DIRECTIONS FOR LIBRARIES

RAC members were asked to describe what they envision for their libraries in the next five years (or longer). Member comments included:

- The library of the next decade will acquire digital access to all information.
- The library has a role as the mediator of access to digital resources (e.g., licensing).

- The concept of a library as a “place” will endure – it will be an access point for archives of older materials and a center for document delivery management. It will house librarians who add value to resources through teaching and guiding information access.
- The teaching role of libraries will evolve – libraries will make information and instruction available on demand, in a just-in-time mode.
- Libraries will be involved in tailoring, targeting, and mediating; for example, libraries can create a user interface that integrates information resources.
- Health sciences libraries will make referrals to appropriate information resources for consumers.
- Getting connected to the Internet will be vital. Libraries will deal much more with video and other media.
- The library will need to be “turned inside out” to bring information to the workplace.
- Research is important to be aware of usage trends (for example, usage of print journals that have online equivalents and of titles that are not online).
- There is concern that the increasing tendency of users to use only materials available digitally will lead to poor scholarship.
- Digitizing should be considered as a national priority – what does it mean for the library to consider digitizing the entire collection?
- Libraries will be more involved in health professional education (e.g., doing video capture of classes to be put up on the Internet and expanding media labs for use of video and electronic resources).
- There will be more demand for service to remote sites (for example, video conferencing and online, tailored instruction). However, there will still be a desire for a person to facilitate and answer questions (adding back the human factor).
- The Internet is still a barrier for some users. The digital divide by age groups is disappearing. The CD-ROM format persists as an easy-to-use technology that is sometimes more available to individual users.
- Enhancing information retrieval – through organizing, indexing, and applying metadata – will continue to be a key library function.

INTERNET CONNECTIVITY

RAC members were asked to consider the questions on Internet access: is there widespread Internet access within institutions, and where it's available, can end users readily access it?

At some health sciences institutions, Internet access has been provided initially to all via the institutional network, but incidents or firewall concerns have led to removing institution-wide access. In some instances, the library is separated from the institution's network and has Internet access through its own service provider. In this case, users have Internet access, but not from their desk tops. On the other hand, many institutions now have less fear about firewall issues. Technical firewall problems created difficulties in accessing electronic subscriptions at some locations; those problems were resolved with a proxy server. One library reported that because of an Internet prank, the library was losing its generic login access to electronic resources; the library will be able to use only resources that can be authenticated by individual passwords. Some individuals, such as residents and physicians, will have their own login IDs; who decides who deserves a login ID? Use of Internet computers in libraries for entertainment or checking

investments puts a strain on scarce resources when the number of workstations is limited and many users are competing for access.

Public libraries are still trying to get enough workstations for Internet access. Public library patrons use various Internet applications, from doing research to checking their e-mail. Filtering Internet access is a major concern for public libraries; the State of Hawaii is considering a statewide filtering law for public libraries.

Segmentation of networks to forestall Internet access can be viewed as a losing battle. Abuse of Internet access is a value problem with the users; legislation will not resolve this issue. We are moving toward ubiquitous Internet access, with convergence of many applications over this "pipe." Misuse of the web in the workplace is a management issue that can be compared to inappropriate use of workplace phones.

Of 61 health jurisdictions in California, 58 counties are linked to the Internet. The cities, with large government bureaucracies, have encountered more barriers to linking than the smaller jurisdictions have.

CONSUMER HEALTH INFORMATION

Public use of MEDLINE has risen dramatically over the last few years since the advent of free access on the National Library of Medicine web site. Subsequently, NLM introduced *MEDLINEplus* and incorporated consumer health information services into the framework of the NN/LM program. PSRML has begun working with NN/LM members, state libraries, state library associations, and other non-health sciences libraries and agencies to determine existing services, assess needs, and facilitate partnerships. RAC members contributed the following observations on the needs and challenges in providing health information to the public.

- Physicians are more involved – they are providing an increased level of follow-up on the information needs of their patients, including providing referrals to consumer health information centers and health sciences libraries.
- Consumers need just-in-time information and training. We cannot expect to be able to do the advance training that occurs in academic and health care environments.
- The reading level of most material is too high and terminology is too difficult.
- Information is not specific enough for the information need.
- Information on the topic at the consumer level often doesn't exist.
- We need to cater to the margin of what people don't know – a resource doesn't serve you well if it contains what you already know.
- Librarians are positioned to do selection and integration of resources for consumers.
- Visual information (graphics) is helpful especially when there is a language barrier.
- Consumer demand is high for videos on health topics (the demand is high in all age groups, adults as well as children).
- The information need is immediate. There is a need for follow up to provide additional information as the consumer progresses from basic to more complex information on a topic. However, when consumers need more than basic consumer-oriented information, they may not be ready for professional-level literature.

- Key issues include: 1) Who will digest or “boil down” the information? and 2) How can the information be tailored to the patron?
- Different environments foster different types of consumer health information services; hospital services tend to be condition (disease) focused, while mall services tend to focus on wellness issues (e.g., fitness and nutrition).
- There is interest in consumer health programs that teach people preventive health practices.
- Health education has shifted from classes to individualized, customized information.
- Research is needed to show how information affects health decisions.
- Groups to work with in promoting consumer health information access include non-health related community groups and agencies, community activities (fairs), churches, neighborhood groups. Beauty parlors and nail shops could be sites for health information to be disseminated between women. Women are recognized as health information seekers, both for themselves and for their families. The aged are another group with a high level of interest in obtaining health information.
- Other groups to work with might include unbiased vendors of education materials. Pharmaceutical companies are providing free health information, but may not be unbiased.
- Hospitals are interested in consumer health information services as being good for the community and good public relations for the hospital.

OUTREACH TO HEALTH PROFESSIONALS

PSRML conducts outreach to health professionals through exhibits, on-site and distance educational sessions, and consultation on access to health information resources. While many programs have been successful, outreach to inner city clinics and smaller agencies has been hampered by local funding issues and time constraints of participants. In addition to direct outreach efforts, PSRML has awarded subcontracts for outreach programs conducted by NN/LM network members. A workshop is being offered in June to help develop network members' skills in preparing effective grant and contract proposals. RAC member suggestions for encouraging more proposals from network members included: 1) increasing the funding available for each award and 2) encouraging people to rework proposals based on reviewer comments and resubmit them when more funding is available.

It was suggested that PSRML hold an information summit for community-based organizations to help clarify what it is needed to improve information resources and access. Such a summit would help in assessing needs for training, grants, and other programs and would build coalitions between community-based organizations, community hospitals, public libraries, and information service providers. Russ Toth described the summit approach used in the assessment process conducted by the California AIDS Clearinghouse to clarify its mission and prioritize roles. Russ Toth volunteered to partner with PSRML to carry out a similar community planning process to assess needs for information services.

The RAC commended the PSRML outreach team's efforts, noting that they have gone out into communities to work with people in their own environments; this has really made a difference.

LIBRARY NETWORK SERVICES

PSRML and NN/LM network libraries have been preparing for the new web-based DOCLINE, expected to be released in late spring. Courses on business and organizational skills for working effectively within institutions were arranged in response to professional development needs identified during the regional E-Resources Symposium. The Internet connectivity program will continue; there are a number of NN/LM network members not yet connected. The response rate to the recent hospital evaluation survey was excellent; PSRML will be looking at the level of technology demonstrated in network libraries as well as drawing comparisons with results of past evaluations. The Institute for Scientific Information (ISI) has recognized BioSites as a scholarly, research-oriented web site worthy for inclusion in its Current Web Contents. RAC members agreed that the ISI logo noting this recognition should appear on the PSRML web site. A survey of *Latitudes* readers is planned; the newsletter became an electronic publication with the January/February 2000 issue. RAC members supported publishing articles when the information is timely and then periodically closing an "issue." Multiple e-mail messages alerting readers to the availability of articles and/or issues was not a problem.

PSRML requested ideas on encouraging more libraries to participate in Loansome Doc, particularly for unaffiliated health professionals and potentially for consumers. Members wondered if the National Library of Medicine would be able to incorporate a billing mechanism in Loansome Doc, especially one that would allow credit card payments. Many libraries cannot accept credit cards, so even though they can charge for filling the requests, they have no way to ensure payment. Offsite people who request items don't send in the promised payments for items that are mailed, or they decide they don't want them and don't come to pick them up and make payment. Therefore, libraries that can't obtain payment in advance or do credit card transactions cannot participate Loansome Doc, even though they are willing. Some libraries will allow unaffiliated health professionals or the public to come in and use the collection and self-service copy. Some libraries do not provide copy service for their affiliated users, so cannot do that for unaffiliated people.

A question was raised as to whether Loansome Doc could display the holdings of the Loansome Doc provider or display the status of the request. Loansome Doc does not notify the user that the library does not own the item. Perhaps this could be achieved by designing a PubMed LinkOut to SERHOLD data for the library with which a Loansome Doc user is registered.

REGIONAL ADVISORY COMMITTEE COMMUNICATIONS

RAC members indicated it was quite valuable to meet together, especially when a new committee is formed, so that people can meet each other. This lays the groundwork for follow-on discussions by e-mail or teleconference. Having a face-to-face meeting is the best approach when consensus development is the objective. It is also a good forum for generating new ideas or situational assessments; as ideas are contributed, other ideas are sparked within the group. While the members share the goal of enhancing health information access, their heterogeneous backgrounds and environments provide different perspectives on issues. Members thought that the exchange of ideas on topics of interest to PSRML was useful to them individually as well. Hearing different perspectives on issues expanded their horizons.

CLOSING COMMENTS

Information is available in many locations, including much well-done information that is free. The question is, how do users obtain the correct information?

Another group to target in outreach efforts would be journalists and others in the media. They need to learn how to find reliable sources and how to back up what they are saying in their articles and broadcasts.

A major health issue in California is chlamydia, reflected in formation of the California Health Services Chlamydia Coalition.

DEMONSTRATIONS

The meeting concluded with demonstrations of PubMed, MEDLINE*plus*, ClinicalTrials.gov, and DOCLINE. Suggestions for enhancements were:

- Add a PubMed print option that includes the search strategy; this would be helpful for the end-user who wants to repeat a search done by an intermediary;
- Add a spelling correction function to MEDLINE*plus*; and
- Create a link from ClinicalTrials.gov to PubMed to do an author search for the principal investigator.

APPENDIX B
Outreach Subcontract Reports

Partners in Information Access Projects
Quarterly Report

Project: Public Health Information Link (P.H.I.L.) for Nevada
Institution: *Savitt Medical Library, University of Nevada*
Reno, Nevada

Purchase order #: 5415-G-9B43700

Submitted by: Joan Zenan, Principal Investigator
Savitt Medical Library/306
University of Nevada School of Medicine
Reno, NV 89557-0046
(775) 784-4625

Third Quarterly Report for April 1, 2000 – June 30, 2000.

July 15, 2000

Public Health Information Link (P.H.I.L.) for Nevada

Introduction

I. Description of Progress Toward the Projects Major Objectives

A. Administrative Activities

On May 5th, Dr. Mary Guinan, the State Health Officer, visited with Terry Henner and discussed more training for State Health Division staff. She said she would get back to Terry. He has not heard from her as yet. He will pursue additional training for the State Health Division staff in August.

Joan Zenan met with Wil Townsend, a Clark County public health professional, on April 10th to outline the paper they are presenting at the Medical Library Association's annual meeting in Vancouver, B.C., on May 10, 2000. She also met with him on April 20th to go over the first draft of their presentation. They shared text, data and power point slides back and forth over e-mail in between meetings. On May 1, they completed a conference call in which they went over the final format of the presentation.

In late June a new PHIL web development student was hired. He will continue the development of the overall web site, and especially the Nevada Public Health Association's page. He will work on database querying capabilities, as well as adding gray data and literature having to do with health-related concerns and the nuclear testing at the Nevada Test Site.

A notebook computer and projector were purchased this quarter for the critical function of on-the-road training. The decreased size and weight has made air travel and off site training, rural and urban, much easier. We train in many very small rooms, so the less space we need to set up and project the more effective we can be. Some funds were also put toward partial payment for a new P.C. that will be used by the PHIL web development student. The one previously used no longer had the capacity for the newer software being used for web development, especially the graphics aspects.

Joan again contacted Teryl Eisinger, Northeastern Area Health Education Center, on getting connected with Parish Nurses and Community Health Nurses in the rural communities. Teryl has not yet provided the list of names and addresses neither for both groups, nor for the Nevada Rural Health Centers, but promises she will soon. Teryl is also the co-chair of the combined meeting of the Nevada Public Health Association and the Nevada Rural Health Association in early November 2000. She is working to get Terry & Joan on the meeting program as well as provide time for a training course or two.

Public Health Information Link (P.H.I.L.) for Nevada

B. Planning Activities

Joan, Patty Charles and Terry met at Joan's home on April 6th to spend another day planning for and working on outlining articles about the PHIL project to submit for publication.

Joan, Terry and Patty met once during the quarter, on June 2nd, to discuss many elements of the PHIL grant. Writing articles for publication is a top priority. Patty has an article almost ready to submit on evaluation techniques in project management. Terry is working on several articles about web development and training, which he hopes to complete by the end of July. Evaluation is an ongoing activity. Joan provided Patty with copies of the community health nurses' evaluations for input by her research assistant. Also discussed, was how to get on the program for Nevada Public Health Association/Nevada Rural Health Association's combined meeting in October. Joan is to follow up.

Scheduling more training sessions is problematic until the summer is almost over. Identifying new potential trainees is something we will work on until that time. Topics for the gray data and literature part of the web site were discussed. Health issues related to the Nevada Test Site were chosen for further evaluation.

C. Publicity/Marketing Activities

Joan and Wil Townsend, a Clark County public health professional, presented a paper on the PHIL project at the MLA Annual Meeting in Vancouver on May 10, 2000. The paper was entitled "Partners in Information Access for Public Health Professionals: the Nevada Experience." The session was well attended, and their paper was the only one to include a public health professional.

D. Training/Demonstration Sessions

Three training sessions were given in April and four in June. On April 14th, Terry gave a 1 1/2-hour lecture/demonstration to all but two of the State Health Division's rural Community Health Nurses at the State Library in Carson City. Twenty-five of the twenty-seven nurses were in attendance for "Public Health Information on the Internet." This group meets twice a year. At their fall meeting we hope to give some hands on training in a new computer lab just opened in Carson City at their high school.

On April 20th, Joan and Terry traveled to Las Vegas to do more training at the Clark County Health District. Two lecture/demonstration sessions were held at the District

Public Health Information Link (P.H.I.L.) for Nevada

office. 8 people from the Nursing and Air Quality departments attended the two-hour morning session. 5 people from the HIV/AIDS department attended the two-hour afternoon session.

In late June, Joan & Terry traveled to Elko and Battle Mountain to give lecture/demonstrations. On June 29th, two hands on sessions were held at Great Basin College in their new computer classroom facility. Both sessions had public health professionals in attendance, as well as health professionals.

On June 30th, Gerald Ackerman, NEAHEC Director, accompanied Joan and Terry to Battle Mountain General Hospital. Noontime and early afternoon sessions were given, with health professionals and public health professionals in attendance. Only public health professionals have been listed on the Outreach Reporting Forms. The dental professionals received us with great enthusiasm. They feel largely ignored as public health professionals, so our class was very timely and they felt it was very helpful.

E. Exhibits (if applicable)

None this quarter.

II. Loansome Doc/Document Delivery Activities

There were 105 Loansome Doc requests this quarter. At last, some results from our training sessions have occurred. The staff at the Clark County Health District was the most active in submitting borrowing requests. Of all the agencies we have approached, they have been the most receptive to and enthusiastic about the PHIL training programs.

III. Evaluation Activities

Patty Charles' research assistant is continuing to input evaluation data that is collected at each training session. It was decided that the analysis of the class evaluation data would not begin yet.

IV. Problems/Corrective Action

Joan was not able to meet the deadline for submitting a poster session abstract for the July 2000 ASTHO/NACCHO meeting. Also, the Washoe County District Health Department (WCDHD) contact, Eileen Columbe, a senior administrator at WCDHD, and past president

Public Health Information Link (P.H.I.L.) for Nevada

of the Nevada Public Health Association, was unable to find anyone to work with Joan to develop the poster. Joan will try again next year.

We were not able to give any training sessions at WCDHD. We were not able to verify whether it was lack of interest or the internal upheaval due to the top leadership position, District Health Officer, still being open. We will pursue training for their staff again in the fall when the position is filled.

V. Lessons Learned/Significant Feedback

Nothing unique this quarter.

VI. Projected Activities for Next Quarter

Joan will write a letter requesting an extension of the PHIL contract. A significant amount of the funding has not been expended due to several factors. The most significant factor relates to reaching all the rural Community Health Nurses in Carson City instead of having to travel to each rural site.

Joan, Terry & Patty will set aside another day to work on writing papers for publication in August or September.

Terry will make contact with the State Health Division to see about the need for more training classes. Joan will contact Washoe County District Health Department to see if there is any interest in training when the new District Health Officer is in place.

Progress will be made on web site development, including planning for the gray data and literature web page.

We will attempt to identify and contact other public health professionals in Nevada who are not affiliated with the 3 state/county agencies we have worked with so far, to see if they want Internet training.

Contact will be made with the Nevada Rural Health Centers and Indian Health Service Clinics to see if they want training.

VII. Reporting Forms for Training/Demonstration sessions and/or Exhibit Reports

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: 4/14/00			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System Session <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED Nevada State Library			
A. CITY Carson City		B. STATE NV	C. ZIP CODE 89703
D. COUNTY Douglas		E. CONGRESSIONAL DISTRICT 2	
7. LENGTH OF ACTIVITY (HOURS) 1 1/2		8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		10. SIGNIFICANT NUMBER OF MINORITIES <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO PRESENT (>50%)	
11. NUMBER OF PERSONS WHO ATTENDED: 25			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Community Health Nurse		25	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL		25	

Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Joan S. Zenan
775/784-4625

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: 4/20/00			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System Session <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED Clark County Health Department			
A. CITY Las Vegas	B. STATE NV	C. ZIP CODE 89102	
D. COUNTY Clark	E. CONGRESSIONAL DISTRICT 1		
7. LENGTH OF ACTIVITY (HOURS) 2	8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO PRESENT (>50%)		
11. NUMBER OF PERSONS WHO ATTENDED: 5			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Public Health Nurse		1	
Clerical – AIDS/HIV Dept		3	
Grants Analyst – AIDS/HIV Dept		1	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL		5	

Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Joan S. Zenan
775/784-4625

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: 4/20/00			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology <input type="checkbox"/> Other (please specify) Session Awareness <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED Clark County Health Department			
A. CITY Las Vegas		B. STATE NV	C. ZIP CODE 89102
D. COUNTY Clark		E. CONGRESSIONAL DISTRICT 1	
7. LENGTH OF ACTIVITY (HOURS) 2		8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		10. SIGNIFICANT NUMBER OF MINORITIES <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO PRESENT (>50%)	
11. NUMBER OF PERSONS WHO ATTENDED: 9			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Public Health Nurse		3	
Clerical – Nursing Division		4	
Air Quality Technician		1	
Air Quality Enforcement Officer		1	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL		9	

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Joan S. Zenan
775/784-4625

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: 6/28/00			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System Session <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED Great Basin College			
A. CITY Elko		B. STATE NV	C. ZIP CODE 89801
D. COUNTY Elko		E. CONGRESSIONAL DISTRICT 2	
7. LENGTH OF ACTIVITY (HOURS) 2		8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		10. SIGNIFICANT NUMBER OF MINORITIES <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO PRESENT (>50%)	
11. NUMBER OF PERSONS WHO ATTENDED: 2			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Social Worker		1	
Mental Health Counselor		1	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL		2	

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Joan S. Zenan
775/784-4625

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: 6/28/00			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology <input type="checkbox"/> Other (please specify) <div style="display: flex; justify-content: space-around; margin-top: 5px;"> Session Awareness </div> <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED Great Basin College			
A. CITY Elko	B. STATE NV	C. ZIP CODE 89801	
D. COUNTY Elko	E. CONGRESSIONAL DISTRICT 2		
7. LENGTH OF ACTIVITY (HOURS) 2	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO PRESENT (>50%)		
11. NUMBER OF PERSONS WHO ATTENDED: 4			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Rehabilitation Center Administrators		2	
Dietician		1	
Community Health Nurse		1	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL		4	

Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Joan S. Zenan
775/784-4625

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: 6/29/00			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System Session <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED Battle Mountain Hospital			
A. CITY Battle Mountain	B. STATE NV	C. ZIP CODE 89820	
D. COUNTY Lander	E. CONGRESSIONAL DISTRICT 2		
7. LENGTH OF ACTIVITY (HOURS) 2	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO PRESENT (>50%)		
11. NUMBER OF PERSONS WHO ATTENDED: 4			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Physical Therapists		3	
Hospital Trustee		1	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL		4	

Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Joan S. Zenan
775/784-4625

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: 6/29/00			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System Session <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Savitt Medical Library PHIL: Public Health Information Links for Nevada			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED Battle Mountain Hospital			
A. CITY Battle Mountain		B. STATE NV	C. ZIP CODE 89820
D. COUNTY Lander		E. CONGRESSIONAL DISTRICT 2	
7. LENGTH OF ACTIVITY (HOURS) 2		8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES NO	
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		10. SIGNIFICANT NUMBER OF MINORITIES <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO PRESENT (>50%)	
11. NUMBER OF PERSONS WHO ATTENDED: 8			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Dentist		1	
Dental Assistants		5	
Dental Office Manager		1	
Social Worker		1	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL		8	

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Joan S. Zenan
775/784-4625

**Partners in Information Access Projects
HiPHIVE Quarterly Report**

COVER SHEET

Project Name:

HiPHIVE
Hawaii Public Health Information Virtual Education

Institution Name & Location:

Hawaii Medical Library
1221 Punchbowl Street
Honolulu, Hawaii 96813

Purchase Order Number:

5415-G-9B43600

Report Submitted by:

Sharon L. Berglund, Principal Investigator
For Hawaii Medical Library
1221 Punchbowl Street
Honolulu, Hawaii 96813
1-808-536-9302 ext. 110

Report #7, April 1, 2000 through June 30, 2000

Submitted July 14, 2000

Partners in Information Access Projects HiPHIVE Quarterly Report #7

Introduction

I. Description of Progress Toward the Projects Major Objectives

A. Administrative Activities

Sharon and Ginny continue to update the HiPHIVE website with additions recommended by training participants as well as with websites they become aware of through their own professional reading and contacts. The site now contains 20 individual pages with 993 links. The website will require continued maintenance even beyond the grant period as URLs are in constant flux.

B. Planning Activities

Planned for sending out the post training survey and continued contacting outer island agencies to formalize session dates and times for presentations.

Adapted basic flyer and registration sheets for each program

C. Publicity/Marketing Activities

Advertised on the HiPHIVE website.

Hawaii Health Systems Corporation Communications Director alerted personnel in our target area.

Hawaii Department of Health continued to send flyers and promoted the website and training in numerous newsletters and email announcements initiated via the Department of Health. Ginny and Sharon contacted working professionals who were interested in the training.

D. Training/Demonstration Sessions

We conducted four sessions this quarter, two in Hilo, Hawaii and two in Kahului, Maui. We were unable to schedule any sessions on Molokai even after repeated efforts to promote our presentations there. We attempted to schedule another session on Kauai, but were unable to schedule a date during this quarter acceptable to all parties.

Five people attended the first session in Hilo, which was our “Virtual Tour” presentation. Included in this group were two librarians, one from the University of Hawaii at Hilo and one from the Hilo Medical Center, who will be sharing the site with their colleagues, library users, and students. The facilities were unique in that we set up in the Diabetes Education Center, a storefront in the local shopping mall. Another unique feature was that we were serenaded by live Hawaiian entertainment scheduled directly outside the entrance to the Diabetes Center. Our portable LAN functioned just as we planned and allowed for

lots of hands-on practice by the participants. We also brought Hawaii Medical Library's Infocus projector to use in the presentation. Future Laptop LAN projects should consider purchasing a portable projector like the Infocus for their project or have one available. Even with a small group it is more effective to project the lesson on a large screen.

Originally we were told that the Center had their own computers, and indeed they did, but none of them were hooked up to the Internet or to each other. It was a disappointment that none of the Hilo District Health Office personnel attended even though we had rescheduled the date from a state holiday in an attempt to accommodate this group. Later we discovered that there was a conflict for some of the Department of Health personnel. Not making personal contact with the local District Health Office was unfortunate. The Area Health Education Office who we had used for our local point of contact was not as well known in the local community, nor seemed to have distributed announcements as widely as we hoped.

Two trainees from the Ka'u Hospital who were in the first session continued with us in the afternoon for the "Hands-on HiPHIVE." We were able to give very personalized instruction for this small group, which included an administrator and the Director of Nursing.

All participants in Hilo, with one exception, said in their evaluation that the training exceeded their expectations. The one exception felt that the session met their expectations. The remaining comments were brief, but generally positive.

Our last two sessions on June 2nd were in Kahului, Maui. We arrived early and without equipment as Maui Community College was allowing us to use their new computer lab. This turned out to be by far the best facility for training a group this size. All participants had their own, very fast computers. The projection equipment came complete with "smart board". Thirteen participants attended the morning "Public Health Internet Resources for the Neophyte" session and fourteen attended the "Beyond Yahoo" session in the afternoon.

Evaluations from the Maui sessions showed that all but two participants felt that the training met or exceeded their expectations. The person who felt that the sessions did not meet their expectations felt that we covered too much too fast. Generally all parts of the sessions were found useful, especially the segment on search engines. Comments were also positive about the handouts. Perhaps the one criticism came from the user who had the least experience with the Internet. Several participants also told us verbally after the session that the links on the website were exactly what they needed in order to effectively utilize the Internet for work-related needs.

E. Exhibits (if applicable)

None this quarter

II. Loansome Doc/Document Delivery Activities

Although we mention the Loansome Doc service in the presentation, it does not appear that there has been any use attributable to our promotion.

III. Evaluation Activities

We sent out post training surveys for all sessions that occurred in the 6th quarter (January – March 2000) with an approximately 60% return rate. We will be analyzing the data during the last quarter as well as surveying the final group of trainees. We are creating a database of comments from our training evaluations and will be reporting the analyzed results in the next quarter. Also, we are evaluating usage of the website through analysis of website statistics.

IV. Problem/Corrective Actions

The one problem we had this quarter was in scheduling the Hilo session without making a personal contact with the local Department of Health (DOH) District Health Office. The DOH in Honolulu had sent numerous announcements and we had contacted other agencies as well as the two sponsoring organizations. Unfortunately the local sponsoring organizations and the DOH did not seem to have good communication with each another. On the other hand, the Maui sessions were well attended because of the assistance we got from the District Health Officer's secretary who personally contacted each department to determine that there were no conflicts with the date selected and then to publicize the event once it was scheduled.

Never schedule training sessions for non-working days. In spite of assurances that people are interested in continuing education and that Saturday sessions and holiday sessions will be welcomed by people who cannot get away from their work, it just is not true.

V. Lessons Learned/Significant Feedback

Because we had the opportunity to conduct similar training sessions one after another, we were generally able to modify our content to meet the needs of each group and also to learn from previous experience with what had worked and what had not. Unfortunately with very diverse computer/Internet skills among the participants it was not always possible to accommodate the slowest learners and to include all of the content on our agenda and certainly not all of the links available on website.

We were delighted to be asked by a librarian from another university to use our site for public health training. However, one of the most rewarding and exciting developments was to discover that the National Library of Medicine had included a link to the HiPHIVE site on their National Information Center on Health Services Research and Health Care Technology (NICHSR) page on "related Health Services Research Web Sites" in the section on public health. (<http://www.nlm.nih.gov/nichsr/hsrsites.html>)

The HiPHIVE website had 35,102 hits by the end of this quarter representing 10,136 individual user sessions. The Hawaii Department of Health (DOH) continues to actively promote the site and sessions to all DOH employees. DOH has been very supportive and actively advertised our sessions.

In addition, while many had been using the Internet, the overwhelming response to the HiPHIVE website was that reliable sources of information had been linked. It also is very apparent that even though the site address had been announced and promoted, an actual “tour” of the content of the site and demonstrations of how the users might find information is what is necessary for people to use the site. This was demonstrated once more during our training sessions.

VI. Projected Activities for Next Quarter

The website will continue to be updated as needed. We also plan to send out our remaining post session surveys and analyze the results. An analysis of the training evaluation comments will also be included. In addition, an in-depth analysis of the website usage statistics will be conducted.

VII. Reporting Forms for Training/Demonstration sessions and/or Exhibit Reports

Reporting forms are attached for each of the 4 sessions we conducted this quarter.

VIII. Appendix

The survey documents are not attached as the data is still being collected and is not yet analyzed.

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: May 19, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Ke 'Anuenue - Area Health Education Center and The Diabetes Network of East Hawai'i			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: HiPHIVE – Hawaii Medical Library			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: University of Hawaii School of Public Health			
6. LOCATION WHERE ACTIVITY OCCURRED The Diabetes Network of East Hawai'i			
A. CITY Hilo		B. STATE HI	
C. ZIP CODE 96720		D. COUNTY Hawaii	
E. CONGRESSIONAL DISTRICT 02		7. LENGTH OF ACTIVITY (HOURS) 2	
8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES NO		9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
10. SIGNIFICANT NUMBER OF MINORITIES <input checked="" type="checkbox"/> YES NO PRESENT (>50%)		11. NUMBER OF PERSONS WHO ATTENDED: 5	
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOW
Nursing	1		
Academic Librarian		1	
Medical Librarian	1		
Executive Director		1	
Accountant	1		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	3	2	

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school. 12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Virginia Tanji 808-956-8666

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: May 19, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology <input type="checkbox"/> Other (please specify)			
Awareness			
<input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Ke 'Anuenue - Area Health Education Center and The Diabetes Network of East Hawai'i			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: HiPHIVE – Hawaii Medical Library			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: University of Hawaii School of Public Health			
6. LOCATION WHERE ACTIVITY OCCURRED The Diabetes Network of East Hawai'i			
A. CITY Hilo		B. STATE HI	
C. ZIP CODE 96720		D. COUNTY Hawaii	
E. CONGRESSIONAL DISTRICT 02		7. LENGTH OF ACTIVITY (HOURS) 2	
8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
11. NUMBER OF PERSONS WHO ATTENDED: 2			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Nursing	1		
Accountant	1		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	2		

Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Virginia Tanji 808-956-8666

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: June 2, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Maui District Health Office			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: HiPHIVE – Hawaii Medical Library			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: University of Hawaii School of Public Health			
6. LOCATION WHERE ACTIVITY OCCURRED Maui Community College			
A. CITY Kahalui		B. STATE HI	
C. ZIP CODE 96732			
D. COUNTY Maui		E. CONGRESSIONAL DISTRICT 02	
7. LENGTH OF ACTIVITY (HOURS) 2		8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		10. SIGNIFICANT NUMBER OF MINORITIES <input checked="" type="checkbox"/> YES NO PRESENT (>50%)	
11. NUMBER OF PERSONS WHO ATTENDED: 13			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Nursing Educator	2		
Public Health Nurse		3	
Epidemiology Specialist		1	
Microbiologist		3	
Clerk		2	
Health Educator		1	
Nursing Supervisor		1	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	2	11	

Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school. 12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Virginia Tanji 808-956-8666

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: June 2, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Maui District Health Office			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: HiPHIVE – Hawaii Medical Library			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION: University of Hawaii School of Public Health			
6. LOCATION WHERE ACTIVITY OCCURRED Maui Community College			
A. CITY Kahalui		B. STATE HI	
C. ZIP CODE 96732		D. COUNTY Maui	
E. CONGRESSIONAL DISTRICT 02		7. LENGTH OF ACTIVITY (HOURS) 2	
8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES NO		9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
10. SIGNIFICANT NUMBER OF MINORITIES <input checked="" type="checkbox"/> YES NO PRESENT (>50%)		11. NUMBER OF PERSONS WHO ATTENDED: 14	
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Nursing Educator	2		
Public Health Nurse		3	
Epidemiology Specialist		1	
Microbiologist		3	
Clerk		2	
Health Educator		1	
Nursing Supervisor		1	
Maternal Child Health Coordinator		1	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	2	12	

Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: Virginia Tanji 808-956-8666

Web-based HIV Information for Northern Nevada (WHINN)

Final Report

Project: Web-based HIV Information for Northern Nevada (WHINN)

Institution: *Savitt Medical Library, University of Nevada
Reno, Nevada*

Purchase order #: 1361-119-1952

Submitted by: Terry Henner, Principal Investigator
Savitt Medical Library/306
University of Nevada School of Medicine
Reno, NV 89557-0046
(775) 784-4625

Final Report for November 11– January 10, 1999.

February 23, 2000

Web-based HIV Information for Northern Nevada (WHINN)

Introduction

I. Description of Progress Toward the Projects Major Objectives

A. Administrative Activities

Web site development was brought to a completion. All funds were expended. Reports were finalized.

B. Planning Activities

Meet with computer tech at HOPES to transfer to him responsibility for maintenance and support of WHINN website. With increased use and awareness of the WHINN website, it is possible that additional training classes will be scheduled beyond the formal grant period. I will be identifying contacts for followup training calls.

C. Publicity/Marketing Activities

Oct 12, 1999. Brief presentation was made at the Nevada Public Health Association Meeting to present the WHINN website. Approximately 80 public health professionals from throughout the state were in attendance.

An article on coping with AIDS in the Reno Gazette Journal cited the WHINN website as a key resource for Nevadans. (See appendix A)

The Washoe County Public library has linked WHINN from their website.

An article in the Reno Gazette Journal has published a review of the WHINN website in their technology section. (See appendix B)

Several website registration services were notified of the WHINN URL.

D. Training/Demonstration Sessions

A training session was held at the Savitt Medical Library on November 5, 1999

Five people were in attendance representing the disciplines of social work, public health nursing, and public health administration.

E. Exhibits (if applicable)

N/A

Web-based HIV Information for Northern Nevada (WHINN)

II. Loansome Doc/Document Delivery Activities

Participants in classes were introduced to Loansome Doc and were familiarized with the registration process and ordering procedures through Grateful Med and PubMed. The level of document delivery activity was fairly low; a total of 23 documents were supplied through the grant.

III. Evaluation Activities

Follow-up telephone interviews were conducted with class participants as well as a sampling of AIDS care providers from the HOPES clinic. A total of 10 participants provided feedback. Data was collected both on the effectiveness of training, and on the utility of the WHINN website. The evaluation process was streamlined, both to facilitate participation, and also in consideration of the compressed schedule of the grant project. Participants responded to the following questions:

- 1/ How useful was the training you received in using the Internet to access AIDS information?
- 2/ What aspects of the training were most helpful?
- 3/ How useful is the WHINN website in supporting your work in AIDS care.
- 4/ What aspects of the website are most useful?

Feedback is summarized as follows:

The training was perceived as useful to very useful. The most helpful aspects of the training were:

- Explanations about web browser functions and tips for more effective use of a browser
- Explanations about the operation of selected Internet search engines and techniques for enhancing a search.
- Demonstration of the WHINN website

The website was perceived as very useful. One participant stated, "I've made it my default homepage, it has everything I need."

The most useful aspects of the website were:

- Ready access to local agency information
- Links to Spanish language information
- Centralized links to Internet resources.
- Good source for patient education materials

IV. Problems/Corrective Action

I found a one year project period to be a little too compressed in which to carry out all phases of the project to my satisfaction. By the time I had completed the necessary assessment for training and website development, hired and trained staff, and developed the website substantially, there was insufficient time to present training on

Web-based HIV Information for Northern Nevada (WHINN)

as wide a scale as I had hoped, or to carry out comprehensive and methodical evaluations.

The organizational breakup of SPNN early in the grant period has made it difficult to reach many of the caregivers included in the original target group. HOPES became the primary contact point, and was not entirely cooperative in coordinating training. It was clear that politics between various agencies was creating some conflict.

HOPES offices also underwent some major remodeling and rewiring to install a new computer network. As a result, staff there had limited network access during the last quarter of 1999 and had limited opportunities to apply skills presented in the training session.

Finally, the targeted population for this project works almost exclusively for non-profit, poorly funded, and understaffed agencies and organizations. As a result, they were hard pressed to find time to stay involved in the WHINN project, letters of support notwithstanding. It required a measure of persistence and patience in some cases to keep various parties engaged and committed

V. Lessons Learned/Significant Feedback

It is difficult in the space of a year to realize the impact a project like this will make on the target community. A website requires a sufficient amount of time in which to be discovered and used before a realistic evaluation can be conducted. Anecdotal responses from targeted HIV caregivers, however, gives encouraging support for the future of this effort.

I feel the impact of this project, particular the web site, will continue to grow over time. The site has seen a perceptible increase lately, particularly after the link from the public library was established and the review article appeared in the local paper. We have had 267 hits since January 2000. Many AIDS providers in the area are only recently being provided with access to the Internet; as they integrate it into their work habits, the website should become a more heavily used resource.

The value of the website has been enthusiastically endorsed by the Director of HOPES, Pauline Fitzpatrick. Some of her comments are noted below:

“We think it looks great! ... And, yes, the site already needs to be updated. Rita will relocate to HOPES House in late April and will tackle it then. ... Again, thank you for including us in the project.”

Working on this project has certainly had indirect benefits to myself and the Savitt Medical Library. It has increased visibility of our library program to community

Web-based HIV Information for Northern Nevada (WHINN)

based health organizations and helped us establish contacts with them that we otherwise would not have had. The website itself has proven to be a useful reference tool among the staff of the Savitt Library and has been a valuable and convenient source of information when fielding questions from the public. Through my supervision and direction of our project website developer, I have had the opportunity to learn more about web design and programming, which I can apply in other venues.

VII. Projected Activities for Next Quarter

Meet with liaison from HOPES to plan transition phase of ownership.
An article describing the project will be written and submitted for publication in the PSRML *Latitudes* newsletter.

VII. Reporting Forms for Training/Demonstration sessions

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: 11/5/99			
TYPE OF ACTIVITY: <input type="checkbox"/> NLM System <input checked="" type="checkbox"/> Technology <input type="checkbox"/> Other (please specify)			
Awareness			
<input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Savitt Medical Library			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: Savitt Medical Library			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED Savitt Medical Library			
A. CITY Reno	B. STATE NV	C. ZIP CODE 89557	
D. COUNTY Washoe	E. CONGRESSIONAL DISTRICT Nevada 2nd		
7. LENGTH OF ACTIVITY (HOURS) 3 hours	8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED: 5			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Social Worker		3	
Public Health Nurse		1	
Health Administration		1	
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL		5	

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM:

Terry A. Henner 775-784-4625

VIII. Appendix

ICAL NEWS AND INTERNET SITES

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elson Powell, head of

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— Chicago Tribune

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— Chicago Tribune

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Risk

From page 1

are one type of white blood cell, and they are also the type of cell for which HIV has an affinity, entering the cell and turning it into a factory for HIV production. (When people talk about low T-cell or CD4 counts, they are talking about the rate at which HIV is depleting white blood cells and the body's ability to fight off infection.) The risk of infection is increased by an STD because it increases the likelihood that HIV will find the environment it likes.

■ According to studies done by the CDC, some STDs actually increase an HIV positive person's chances of infecting others. Both gonorrhea and chlamydia have been shown to increase the viral load in semen, according to Rick Sowadsky, Nevada AIDS Hotline Coordinator and Senior Communicable Disease Specialist for the State of Nevada, on his website <http://www.thebody.com/cgi/safeans.html>. Antibiotic treatment for the STD will decrease the viral load in semen, although it will not affect HIV in the blood stream and is therefore not a treatment for HIV.

Because of the link between STDs and HIV, Ellen Marston, R.N., a disease intervention specialist with the Washoe County Health Department, says that the county has always encouraged testing for HIV when

Testing for HIV and STDs

The Health Department provides testing on a sliding fee scale for HIV and STDs. Tests are completely confidential. To schedule an appointment, call 328-2470.

Free testing for HIV is available at the Nevada AIDS Foundation. Call 328-2437. For more information on HIV and STDs: Washoe County Health Department: 328-2441
NV AIDS Hotline: phone — 800/842-AIDS
e-mail: NV hotline@aol.com

Internet resources

- <http://www.thebody.com/cgi/safeans.html>
Run by Rick Sowadsky, Senior Communicable Disease Specialist for the State of Nevada. This site has a wealth of information on HIV and STDs. Visitors can submit questions to Sowadsky and he publishes a variety of informative articles on topics related to HIV/STDs.
- <http://www.cdcnpi.org/connect/start.htm>
This is the Center for Disease Control's site for information on HIV/AIDS, STDs, and TB. Also provides links to CDC's home page and other resources.
- <http://www.aidsquilt.org>
Home page for the AIDS Memorial Quilt. Links to many resources on HIV/AIDS.
- <http://www.med.unr.edu/whinn>
A website created by the Savitt Medical Library of the University of Nevada School of Medicine. The focus is coverage of educational counseling and treatment services available in northern Nevada through local care-giving agencies. The site also offers links to Frequently Asked Questions in both English and Spanish.

Sowadsky offers these guidelines for discussing HIV and STDs in his article "How Do You Talk To Your Partner About HIV and STDs" located at <http://thebody.com/sowadsky/sex talk.html>:

■ Educate yourself. The more you know, the easier it will be to discuss this topic with your partner.

worthless if they are not using it.

Marston says that it's also important for people to recognize that even though some STDs are treatable, some like herpes, genital warts and hepatitis B and C are not. She adds that there is a lot of misinformation about both STDs and HIV, as evidenced by the fact that three-quarters of the people who have herpes do not

computing

HARDWARE, SOFTWARE, THE NET

Website review

Plenty of content, but HIV information site needs graphics

Web-based HIV/AIDS information for Northern Nevada

■ What: A site created for medical care providers, organizations, and persons infected and affected by HIV/AIDS in northern Nevada.



Send suggestions for reviews via e-mail to dpk@reno-gazette-journal.com.

Edward Estipona

Managing partner of Envision Advertising in Reno
eduardo@envisionad.com



Overall: The site is very informative on the topics of HIV. The biggest area where it falls short is the layout and graphic side. Grade: B-

Content: The content on this site is excellent. The site is full of information on HIV in Nevada as well as internationally. Beyond the information, it provides links galore on the topic.

Graphics: The layout of this site is too cramped. In addition to packing all the info, the site requires excessive scrolling.

Improvements: The biggest improvement I would make is the layout of the site. Instead of causing the viewer to scroll it should have a page navigation button at the bottom of the screen. The next improvement on the layout that I would recommend is spacing it out and placing more open space in the layout.

Donica Mensing

New media instructor, University of Nevada, Reno
dmensing@unr.edu



Overall: A rich source of information for a very targeted audience. The list of local resources and the associated Web links are especially useful. Grade: B+

Content: This is a directory that provides a good description of local and national resources. It's not a place to linger or interact, but to find answers to specific AIDS-related questions.

Graphics: Functional, not flashy. Redundancy between buttons, text and navigational links makes the site a bit cluttered and confusing.

Improvements: Reduce wordiness by tightening the text and possibly streamlining the graphics. Provide more Spanish content. Consider opportunities for reader interaction and evaluation.

Brian Sutherland

Director of publicity for Data Engineers in Reno
brian@dataengineers.com



Overall: Obviously a template UNR representation of a media-oriented site offering valuable information, in a variety of text links about HIV/AIDS. Grade: and that's only for intent.

Content: Navigation was somewhat confusing due to the number of external links and internal linkable material.

Graphics: Limited graphical template offered more attention to text-based information. But

Improvements: Make it more interesting in offer more UNR-based material and research developments

'I Kiss You!' Turk becomes a cyber-celebrity

By Kim Curtis
ASSOCIATED PRESS

SAN FRANCISCO — Muhir Cagri, a 37-year-old bachelor from Izmir, Turkey — about as far as one can get from Silicon Valley — set up a personal website a year ago.

"Welcome To My Home Page I Kiss You!" he wrote, listing his hobbies and posting photos of himself playing ping-pong and wearing a skimpy bathing suit. He figured he would meet a few pen



Got computer woes? Rent-a-tech can help

Information technology outsourcing can provide a cheaper solution

By Doreen Baldrige
SPECIAL TO THE RENO-GAZETTE-JOURNAL

Your server at work goes down. Your company's tech support isn't prepared to handle the job. It may take hours or days to bring your network back online. Can your business afford the loss of productivity this scenario would create?

The increasing complexity of networks has made information technology management a full

can be costly, not only in employee downtime, but also in lost revenues, especially in an e-commerce environment.

It's not an easy task to stay current with emerging network technology, hardware and software upgrades, network security and integration/compatibility issues. A simple installation of a new software can bring your computer network to a screeching halt if the application often suffers a

When outsourced network professionals work to maintain network, they can reduce the potential for bottlenecks and points of failure.

Additional outsourcing services include developing, managing a client's network assets, network project management, network design, architecture, physical and network management, network operations and security application and capabilities. More people and companies

**HEALTH INFORMATION RESOURCES FOR SOUTHERN NEVADANS
QUARTERLY REPORT
FEBRUARY 1 – APRIL 30, 2000**

**LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT
WEST CHARLESTON LIBRARY
6301 W. CHARLESTON BLVD.
LAS VEGAS, NV. 89146**

Florence B. Jakus, Ed.D.; Project Director
Health Science Library, West Charleston Library
6301 W. Charleston Blvd.
Las Vegas, NV 89146
e-mail: florencj@lvccld.lib.nv.us
702-878-0377
Fax: 702-877-1394

May 26, 2000

HEALTH INFORMATION RESOURCES FOR SOUTHERN NEVADANS

I. Introduction

Description of Progress Toward the Project's Major Objectives

Administrative/Planning Activities

A Dell Inspiron 7500 laptop computer with CD-ROM drive, an Infocus projector, printer, portable screen, and paper for a brochure were ordered with the grant funds. The costs came in lower than the original estimates on the grant proposal.

Florence Jakus and Angela Pfeil are members of the Library District's Internet Committee. Each of them are on subcommittees that are developing the various pages for the District's website. This has allowed for greater input as the grant members develop their Consumer Health Web page.

Florence Jakus has met with the Library District's Assistant Directors to coordinate the set-up of the project fund account and to discuss publicity, and other community events that grant members will attend to notify people about the grant.

Florence, Angela Pfeil, Jewel Guy, and Pam Zehnder have met bimonthly during the first quarter to discuss and make decisions on the purchase of equipment, selection of Internet sites for the web page, development of brochures and bookmarks for distribution.

B. Publicity/Marketing Activities

The press release from the National Library of Medicine was sent to the Library District's Public Relations Department.

Florence spoke with organizations that had written letters of support and informed them of the award of the grant and what was planned for the first quarter.

A letter was mailed to seventy support groups and organizations announcing the award of the grant and the plans for the Health web page.

HEALTH INFORMATION RESOURCES FOR SOUTHERN NEVADANS

C. Product/Resource Development

A brochure and bookmark are being developed by the grant committee. The final printing of these items will be done during the second quarter. The Library District's logo and URL address are being changed in June.

Internet websites were selected for Phase I of the Health Web page.

D. Site Visits/Training/Demonstration Sessions/Presentation

None this quarter.

E. Exhibits

None this quarter.

II Loansome Doc/Document Delivery Activities

During the first quarter the Health Science Library processed 104 interlibrary loan requests for patrons. Twenty of these were Loansome Doc requests. The Library received and filled 14 interlibrary loans from other institutions.

III Evaluation Activities

Criteria for the selection of Internet sites was developed. Internet sites were evaluated according to the criteria.

IV Problems/Corrective Actions Lessons Learned/Significant Feedback

The only problem we had during the first quarter was ordering the wrong type and size of portable screen for our needs. We are presently working with the Library District's Purchasing and AV Departments to return the first screen and obtain a screen that will meet the needs of the grant.

During the first quarter the members of the grant had the opportunity to become a cohesive working unit.

HEALTH INFORMATION RESOURCES FOR SOUTHERN NEVADANS

V. Projected Activities for Next Quarter

Projected activities for the second quarter include:

- Development of presentations for staff and public
- Development of evaluation forms for programs
- Attendance at Health Fairs to distribute information to the public
- Mailing of brochures to service organizations in the community
- Review and revision of web page

VI. Reporting Forms for Training/Demonstrations Sessions/Exhibit Reports

None this quarter

VIII. Appendix

The following items are in the attached appendix:

- ✓ News release to service organizations in the community
- ✓ Selection and evaluation criteria
- ✓ Recommendations for the Health Web page
- ✓ List of websites for Phase I of the Health Web page

OUTREACH REPORTING FORM FEBRUARY 2000
(Reporting forms should be included with Quarterly Reports)

1. DATE OF ACTIVITY: 7/25/00			
2. TYPE OF ACTIVITY : <input type="checkbox"/> NLM SYSTEM SESSION <input type="checkbox"/> TECHNOLOGY AWARENESS <input type="checkbox"/> OTHER (PLEASE SPECIFY): HEALTH FAIR <input type="checkbox"/> OTHER INTERNET SESSION <input checked="" type="checkbox"/> TRAIN THE TRAINER			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Las Vegas Clark County Library District			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY:		LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT	
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED: Clark County Library – Microcomputer Center			
A. CITY LAS VEGAS		B. STATE NV	C. ZIP CODE 89119
D. COUNTY		E. CONGRESSIONAL DISTRICT	FIRST CONGRESSIONAL DISTRICT
7. LENGTH OF ACTIVITY (HOURS): 2 HOURS		8. HANDS ON PRACTICE <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
9. CEU <input type="checkbox"/> YES <input type="checkbox"/> NO CME <input type="checkbox"/> YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> NOT APPLICABLE		10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input type="checkbox"/> YES <input type="checkbox"/> NO	
11. NUMBER OF PERSONS WHO ATTENDED: 4			
CATEGORY	AFFILIATED	UNAFFILIATED¹	NKNOWN
LIBRARIANS	4		
CONSUMERS	DO NOT FILL IN	DO NOT FILL IN	
OTHERS (PLEASE SPECIFY)			
UNIDENTIFIED HEALTH PROFESSIONALS			
TOTAL	4		

¹Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FROM: **FLORENCE B. JAKUS (702)878-0377**

LINCS Clearinghouse
Linking Information for Children with Special Needs

ValleyCare Health Library
5698 Stoneridge Drive
Pleasanton, CA 94588

Cheryl Warren
cherylw@valleycare.com
925-734-3315
925-734-3372 fax

February 1, 2000 – April 30, 2000

5/31/00

Quarterly Report #1

LINCS CLEARINGHOUSE

Grant: Access to Electronic Health Information for the Public

I. Description of Progress Toward the Project's Major Goals

- Library is drafting policy and procedure statements to be used with the LINCS project. These are not near finalization yet. An important element is the identification of the *special needs* area. Literature on the topic reveals a lack of consensus on what the term *special needs* includes .
- A preliminary identification of local sources has begun. A committee for project review and input is being formed.
- Literature searches on the parental and health concerns of special needs children has been done. Several books have been identified for use with the project. These include *Serving Families and Children Through Partnerships* by Feinberg and Feldman and *Including Families of Children with Special Needs* by Feinberg and Jordan.
- Overview of collection development policies has started with an early decision to emphasize purchase of videos for the collection. Search for reviews and purchasing sources has started.
- Discussion was held with ValleyCare Health System MIS Department concerning purchase of computer equipment suitable for public use and hospital network standards. Need for cabling into library was identified and the work has been completed.
- Preliminary outline for the brochure has been discussed. Wording for the brochure will not be in place until after the policy and procedure statements have been done. A decision on what will define "special needs" areas must be finalized.

II. Loansome Doc/Document Delivery Activities NA

III. Evaluation Activities NA

IV. Problems/Corrective Actions

Problems are occurring in getting identified parties together to form a committee. Professionals involved in the local school districts are unable to attend daytime meetings. Evening meetings conflict with health professionals scheduling client appointments. Library staff will try forming a smaller committee than first intended. Feedback from the community members not able to attend will be achieved through email and attachments

V. Projected Activities for Next Quarter

- Form committee
- Finish policy and procedure statements
- Visit Parents & Educators Resource Center, Charles & Helen Schwab Foundation, San Mateo, CA 94402
- Develop forms for database information
- Finalize equipment order

VI. Reporting Forms NA

VII. Appendix NA

Quarterly Report
Access to Electronic Health Information for the Public

University of California, San Diego Biomedical Libraries and
The Preuss School UCSD

La Jolla, California

Submitted by:

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Contract Number N01-LM-6-3527

February 1, 2000 - May 31, 2000

May 28, 2000

University of California, San Diego Biomedical Libraries

Introduction

As detailed below, the investigators have spent the majority of this quarter on administrative activities. Although the grant began February 11th, there was a procedural matter regarding the transfer of funds that needed to be resolved between the UC-Los Angeles Extramural Funds Office and the UC-San Diego Contracts and Grants Office. Thanks to Elaine Graham, Nancy Daneau and Heidi Sandstrom at the LOS Angeles campus and thanks to Brian McGloin and Linda Dale at the San Diego campus for their expeditious work on this matter.

Description of Progress toward the Project's Major Objectives

A. Administrative/Planning Activities

1. *Setting-up local grant account:* Once funds were transferred to the San Diego campus, C. Haynes worked with Bonnie Hornbeck, Library Business Services and Brian McGloin, to set-up a local account to which expenses could be charged. This action was completed March 2, 2000.
2. *Weekly Co-PI meetings.* On February 17, C. Haynes and M. Korobkin began weekly meetings at the Preuss School. These meetings are continuing and are structured to accomplish both practical tasks (e.g., equipment purchasing and planning) as well as brainstorming activities. At one meeting, C. Haynes met with Preuss School network management personnel and at subsequent meetings C. Haynes has informally met Preuss School faculty.
3. *Timeline revision:* The Preuss School's permanent home is currently under construction. The facility is on schedule and will be ready for occupancy in mid-August. As a result of this activity and other factors (e.g., summer vacation in August), the project's timeline was revised accordingly. The investigators believe the revised timeline is better as several project activities will be able to take advantage of the school's new facilities for training as well as other project activities. See appendix A for revised timeline.
4. *Project personnel recruitment:* on March 3, the job description for the project programmer was submitted to Library Human Resources for review and posting. in response to the job posting, C. Haynes received 3 inquiries. Of these 3 inquiries, 2 persons were interviewed. On May 4, C. Haynes offered the position to Ramil Manansala, an electrical engineering student at IJC-San Diego. Mr. Manansala accepted the offer and will begin work on June 1st. See Appendix B for the job posting and Mr. Manansala's resume.
5. *Equipment and supplies purchasing:* The following equipment and software will be ordered on June 1st computer, printer, and scanner. Software: Macromedia Dreamweaver and FlashO. The project programmer will be based at the Medical Center Library and will have an office. This office will have network access. The work order for this network installation was placed on March 6. The estimated time on the installation of this connection

is late June. in the meantime, the programmer will perform his duties at another workstation in the library. See Appendix C for network work order.

B. Publicity/Marketing Activities

1. *UCSD Press Releases:* On March 14, C. Haynes was contacted by a reporter from the campus newspaper, *The Guardian*. C. Haynes subsequently sent a memo to the reporter and an article on the, project was published in the April 3rd *edition* of the campus news. See Appendix D and E.

Also, C. Haynes submitted an article to the LICSD Health Sciences Communications office. An article will appear soon in the *UCSD Health Sciences News*. See Appendix F.

C. Product/Resource Development Activities

1. C. Haynes has developed a draft of the post and pre tests for the faculty training sessions. See **Appendix G**. C. Haynes and M. Korobkin brainstormed components of the faculty training and curriculum. Many of these ideas will be incorporated into the training handbook and plan.

D. Site Visits/Training/Demonstration Sessions/Presentations

None this quarter

E. Exhibits

None this quarter

II. Loansome Doc/Documents delivery Activities

None this quarter

III. Evaluation Activities

Not applicable

IV. Problems/Corrective Action/lessons Learned

Not applicable

V. Projected Activities for Next Quarter

With the project programmer on board, training and experience with the software packages will be his top priority. In July, the programmer should be ready to work with C. Haynes on the faculty resource web site. Also, throughout June and July, C. Haynes and M. Korobkin will work

on the training curriculum handbooks for students and faculty. Final drafts of the pre and post-tests for faculty will be completed. See Appendix A for other detailed activities.

VI. Reporting Forms for Training/Demonstration Sessions and or Exhibits.

VII. Appendix (see attached appendices)

**Improving Access to Health Information for
Consumers of Pima County, Arizona**

**Arizona Health Sciences Library
University of Arizona
Tucson, Arizona**

By Jeanette C. McCray
Arizona Health Sciences Library
University of Arizona
P.O. Box 245079
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First Quarterly Report
February 1, 2000 - April 30, 2000

Submitted May 31, 2000

Introduction

The goals for this project are to improve access to health information resources for the residents of Tucson and surrounding Pima County, and to develop a sustainable, working partnership between the Arizona Health Sciences Library (AHSL) of the University of Arizona (UA) and the Tucson-Pima Public Library (TPPL). Our project/partnership aims 1) to position the public library (TPPL) as the logical first point of contact for the consumer of health information in Pima County, and 2) to back up the front-line public librarians with appropriate ongoing training, a sophisticated, growing, locally-targeted Web site with many access points, and streamlined access to the wealth of resources at the academic health sciences library (AHSL).

The specific objectives of the project are to:

Develop a Consumer Health Information Web page featuring MEDLINEplus and focusing on health issues important to our community.

Deliver training to TPPL librarians in the use of NLM's MEDLINEplus, PubMed, LOCATORplus and in the evaluation of other Web-based consumer health information tools; and to support periodic sharing sessions where AHSL and TPPL librarians, and other health sciences librarians in our area can exchange information on new products and discuss other issues of mutual interest.

Develop, promote, and maintain a Web-accessible database of local organizations with collections of health information resources and a willingness to work with the public.

Establish an ongoing, working partnership between the Arizona Health Sciences Library and the Tucson-Pima Public Library to jointly deliver consumer health information to our community including the provision of backup reference support for front-line public librarians, in-depth referral and consultation services, document delivery, and periodic sharing sessions (as noted above).

Description of Progress toward the Project's Major Objectives

A. Administrative/Planning Activities

Much time has been spent organizing the administrative and financial aspects of the grant. Inter-governmental agreements between the city and the university had to be developed and signed. Financial arrangements between AHSL, UA Sponsored Projects, and TPPL were made. This was complicated because TPPL requires the funds in advance; if TPPL invoices AHSL after the money is spent, the dollars will not go back to TPPL. Therefore AHSL had to work with UA Sponsored Projects to "front" the money to TPPL since AHSL is unable to invoice PSRML until the end of the quarter.

Two steering committee meetings have been held this quarter. Steering committee members include the 2 principal investigators, and the AHSL/TPPL coordinators of each specific

objective. At these meetings, information was shared, issues were addressed, and an overall assessment of the progress of the project in light of our original planning timetable was gained.

Publicity/ Marketing Activities

A press release about the project award was jointly developed by the Arizona Health Sciences Center Office of Public Affairs and the Public Relations Officer of the Tucson-

Pima Public Library. The press release generated an article on the front page of the Tucson & Arizona section of the *Tucson Citizen*, the area's afternoon newspaper. It also appeared in *Advances*, a public relations newsletter published by the UA Health Sciences Center. Copies are attached in the appendix.

C. Product/Resource Development Activities

A decision was made to name and promote our project to the community as CHILI (Consumer Health Information Links for Everyone) with the emphasis on "every one". We are in the process of obtaining a unique URL for CHILI, www.chilehealth.org and/or www.chilehealth.com.

Work on the Web site for CHILI is ongoing. Development of the infrastructure, the back-end database to support CHILI, is well underway. A rough draft of the joint web site, with a design based on the proposed CHILI name is completed. Elements that will need to be coded in the database, the variables for each element, and 11 master lists of the topical issues we might consider are in process. Some input is needed from the evaluation component of the project to inform the continuing development of the Web site.

Concurrently others involved in CHILI are looking for appropriate sites, refining annotations for resources already appearing in the AHSL and TPPL Web sites, and adding access points such as literacy level, language, and age group.

SOAHR (Southern Arizona Health Referral), the Web-accessible database of local organizations with collections of health information resources, is up and running at <http://www.ahsi.arizona.edu/soahr>. (Paper version of Home page appears in the appendix.) This piece of CHILI involves collecting information not only from AHSL and TPPL, but also from SABL (Southern Arizona Biomedical Librarians) members who represent approximately 20 hospitals and related entities. Data input received from the initial call for participation was incomplete; phone-call follow-up is proceeding. The next step involves identifying and contacting community organizations that may wish to be included.

Planning for the training component has begun. The group involved has brainstormed about content. Two workshops are planned. The first will focus on NLM products, evaluating Web sites, and conducting a reference interview. Content for the other remains to be determined. We intend to reach each TPPL librarian twice. Responding to an expressed need, training for the public librarians on how to conduct a reference interview in the consumer health context will be included in the first workshop. Input from the evaluation component will be crucial to the development of the second workshop.

It appears that the best time to hold the workshops is on Friday mornings, 8-10am as all TPPL branches are closed then. The wireless classroom project (up to 25 hands-on seats) at AHSL has been completed and the Gates Foundation computer lab at TPPL will be completed by the end of June. It is anticipated that every TPPL branch will eventually have a computer lab. We will be able to conduct training conveniently at both locations.

D. Site Visits/Training/ Demonstration Sessions/ Presentations

(Include description of the sites and target population)

No activity this quarter.

E. Exhibits

No activity this quarter.

II. Loansome Doc/Document Delivery Activities

No activity this quarter.

III. Evaluation Activities

Formative evaluation is being conducted in two phases, the first being a qualitative analysis of the types of questions already being handled by the TPPL reference staff. These data were collected by means of standard forms already in use by TPPL reference staff during each reference encounter.

IV. Problems/Corrective Actions Lessons Learned/Significant Feedback

The complexity and time-consuming nature of establishing formal intergovernmental relationships was unexpected, as were the intricacies of distributing funding to TPPL. PSRML only disburses funding based on invoices we submit at the end of the quarter. Yet TPPL needs the grant funds in advance to pay for its grant related expenses. This forces the university to provide the money in advance of the project receiving any funds. These problems are behind us now but added to the overall delay in getting started.

Regarding the SOAHR database of local resources, there were some difficult technical issues to overcome. The database infrastructure had to be redesigned when some fields were too short for the long descriptions that were desired. Also the database has been set up so that each institution/organization can input and edit their own information. This places the responsibility for participating on each participant. Some anticipated participants will require more prodding. Finally our evaluation consultant has left her position at the University of Arizona School of Information Resources and Library Science and thus her joint appointment at AHSL has been severed as well. Although we are attempting to recruit her for a research-oriented part-time position at AHSL, the change in her status will require some creativity in order to pay her for services rendered for this project. She does remain committed to participation in the project.

V. Projected Activities for Next Quarter

Continue development of the CHILI Web site. Obtain feedback from various individuals and groups outside the design team. Prepare to launch the Web site in a subsequent quarter.

Finalize curriculum for the first workshop to be offered to TPPL librarians. Prepare presentation, create handouts (if appropriate), and make final logistical arrangements to offer workshop in the 3rd quarter. Role play exercises in conducting effective consumer health reference interviews are being developed as one component of this workshop.

Work with SOAHR participants (one-on-one) to create and input information on their institution.

Content analysis of the questions already being handled by TPPL librarians will be shared with web and training teams. Data collection of TPPL librarians' current skills in answering consumer health questions will be completed before the workshop training begins.

Work on developing appropriate ILL/document delivery protocols will begin in earnest.

Design a collection development system that will assist both AHSL and TPPL to collaboratively leverage their individual budgets for building consumer health collections that complement each other and support the needs of the community.

Towards the end of the quarter, begin the design and development of CHILI promotional materials. Begin to identify targets and recipients of the promotional campaign.

VI. 'Reporting Forms for Training/Demonstration Sessions and/or Exhibit Reports

No activity this quarter.

VII. Appendix

Copies of: communications, materials produced, press releases, advertisements,, articles for newsletters, etc.

Attachments:

Press release
Tucson *Citizen* newspaper article
Advances article
SOAHR home page

Access to Electronic Health Information for the Public

Planetree Health Library
98 N. 17th Street

San Jose, CA 95112

Submitted by:
Candace Ford
(408) 977-4549
voice mail: (408) 993-7109
e-mail: planetree@ix.netcom.com
fax: (408) 294-2341

Quarterly report #1 (2/1/00 to 4/30/00)
May 31, 2000

Introduction

Our contract with NLM is providing a valuable "next phase" in the development of Planetree's first branch library, located in a new community center and townhouse complex in an historically underserved neighborhood of East San Jose. The complex is operated by The San Jose Grail Development Corporation, one of our main partner agencies in the NLM project. Since the fall of 1998, Planetree librarians and volunteers have worked toward funding, establishing, and developing this branch, including many pro bono hours of professional expertise. Through a grant from a local foundation awarded to Gardner Family Health Network, our other primary partner agency, a half time library assistant was hired and some materials were purchased. Our NLM contract will extend and expand the resources at "Planetree at the Grail," specifically electronic health information.

In the "lessons learned" section of this report, we address how personnel changes with our two main partner agencies have necessitated rebuilding relationships and confirming shared vision. Here at Planetree, we are losing a key person on this outreach project. Kimberly Johnson, M.L. S., has worked here for two years, bringing a high level of professionalism, dedication, and productivity. A former nurse, Kim's focused energy and personal philosophy of service is much appreciated by colleagues, volunteers, and patrons. In a part time position, she not only accomplished typical medical librarian duties in a consumer health library but was also our "outreach librarian." Kim's leadership in making "Planetree at the Grail" a reality is very significant to our goal of expanding the Planetree mission and providing easy access to health and medical information. Kim and her family are moving out of state. All of her colleagues on this project have expressed their gratitude for her steadfast zeal, determined patience, and creative problem solving in the development of our new branch library.

I. Description of Progress toward the Project's Major Activities

A. Administrative / planning activities during the first quarter of the contract

Activities of this type fell under three main categories: meetings and agreements with partner agencies; space planning and physical environment-collection development.

The most challenging of these administrative categories has been the ongoing, often complex discussion regarding the Planetree branch. The Planetree director has held 13 meetings with the CEO and CNO (chief nursing officer) of Gardner Family Health Network (GFEM) and/or the director and board of the Grail Community Resource Center (GCRQ). (More about the issues discussed is detailed in the "Lessons Learned" IV section.)

Intensive space planning for the branch library, which is located in the front section of the very large meeting room at the community center, was accomplished in concert with other planned activities for the center. Photos of the branch library will be included in the next quarterly report. Shared space and the needs of co-located agencies has continued to produce rich opportunities to learn about the different ways each serves the complex health and social service needs of the neighborhood and area.

In this first quarter, Planetree staff and the library assistant at the Grail branch focused on creating a user-friendly place with the more familiar books, pamphlets, and videos, including many titles in Spanish as well as English. While this initial collection has some of the same titles as Planetree main library, approximately half are unique to the Grail including low literacy and bilingual materials, with many requiring an additional round of evaluation by Spanish speaking colleagues and volunteers familiar with health issues.

English-as-a-Second-Language (ESL) classes are held in the main meeting room three evenings a week, and to support the teacher's goal to have parents read to their children, we also ordered children's books on more general themes of self esteem, safety, and multicultural relationships. Materials on getting a driver's license, coping with a new culture, and general city survival skills are also a part of the branch library's collection. (Please note: funds for all print and video items in the branch thus far are from non-NLM grant.)

Our strategy for our new branch library is first to introduce the concept of researching health information through books and videos, which can also be borrowed for home use. Computers and the Internet are extremely confusing and intimidating to many of the community center clients. The hands-on general computer classes held at the center are providing an excellent basic introduction to neighborhood residents. Our elect health information component will be a natural "next step".

B. Publicity/Marketing Activities

During the first quarter of the contract period, outreach activities have included staffed table presentations at three community health fairs and participation in five general partner agency meetings. More targeted outreach included on-site introductory sessions to ESL classes and other groups who use the community space for meetings, and "book talks" at a nearby senior center. The Gardner library assistant took boxes of books and offered to check them out to the older adults on the spot. Books have been returned to date - only one item has been lost. The bilingual, bicultural library assistant, who is currently employed by GFHN through a prior grant, is enthusiastic in her outreach efforts and her natural warmth is a draw to library services.

She has also participated in six house meetings within the first quarter. These meetings have been most effective in creating visits from neighborhood residents to the new health library. Gardner Family Health Network's ten half-time bilingual neighborhood lay leaders completed a health and social service needs assessment by going door-to-door to almost 300 houses in the general Mayfair area. After extensive training in identifying issues and concerns, these "promotores" have become confidential peer educators and are working to connect residents with needed services. In the current phase of neighborhood development, promotores ask selected residents to hold a "house meeting" in their own home. The library assistant for the new branch library has been invited to participate when possible, bringing materials from the collection and examples of the types of health questions that can be researched there.

C. Product/Resource Development Activities

The NLM web-based M search guide has been downloaded and a Planetree librarian will be customizing it for use in training Gardner health care professionals. Presentations about the availability of PubMed training will be incorporated into clinic staff meetings when Gardner executives determine the most effective way to offer and schedule online training.

D. Site visits/Training/etc.

Training for the library assistant is ongoing, either onsite at the branch library or at Planetree main. Statistics for the branch library are reported monthly and this initial quarter we have combined both onsite patrons and persons, attending health fairs or house meetings, etc. During this first quarter, 233 persons have either used the new branch library or have heard targeted presentations about the services.

II. Loansome Doc/Document delivery activities

The Loansome Doc part of this contract will be activated when the training of the health care professionals begins. The Planetree main library has provided a copy of articles on ten topics not available at the branch collection. Building the article files at the branch library is ongoing and a challenge in the selection process, since there are six drawers total there and 24 at Planetree.

III. Evaluation activities

The Gardner "house to house" survey results were recently made available to Planetree staff and we are in the process of comparing the health issues self-reported by the neighborhood residents to the current collection.

Anecdotal comments are very positive about "Planetree at the Grail". We are in the process of creating bilingual forms for on-site patron comments and will be developing more formalized evaluation for the health care professionals.

Record keeping is a challenge at the Gardner / Planetree Library. Since on-site library staff is only 12 hours/week at this time (the other 8 hours are spent offsite at house meetings, administrative meetings, and ongoing training and article file development at the main library), we are not able to determine who uses the library during non-staffed times. Self-service signage encourages browsing but we have not yet fashioned a self-tracking system that would not seem intrusive or a burden to a population not typically empowered about their health or regular library users.

IV. Lessons learned/Significant feedback

From the time a proposal is submitted to the time it is awarded, many changes can occur within partner agencies. This is particularly true in the health care arena. Personnel and other changes can significantly affect the original aim of a project and a re-learning curve was

necessary to clarify roles and responsibilities. Persons in key positions at both Gardner and the Grail were new to the project as this first quarter began. Also, in the interim before the NLM contract was awarded, decisions regarding the hiring of the new half time library assistant shifted some of the original job responsibilities. More outreach activities were added for the new library assistant position and more responsibility for online training of the general public and professionals will go to the staff at the main library.

A library in a shared space takes creative "boundary" setting. The library assistant is often dismayed with the way the meeting room is used by other groups when she is not present. Also, community center staff have other co-located agencies and other services they are facilitating and integrating-they have limited time to help patrons get oriented to the library and/or check out materials when the half time library assistant is not present.

On the other hand, a library in a shared space has the opportunity for valuable built-in resources. Having access to the Center's local area network provides the library PC with DSL at no monthly charge; having access to the Center's technology director provides technical support for both the new branch library and occasionally for Planetree main; having access to the Center's director enriches our outreach strategies and community building. Having Gardner as a partner provides access to a group of targeted health care professionals who will be "encouraged" to take advantage of the PubMed training and Loansome Doc services. We also plan to create a customized referral mechanism for clinic physicians and others so we can track the success of their referring patients to the new library.

The need for a health care agency and a community center to ascertain an in-depth client profile can be at odds with the inherent confidentiality of a medical library open to the public. This is especially true in a neighborhood where "things about your family go like wildfire." Discussions continue about how each agency can get what they need within their respective philosophical frameworks.

An interesting note from the library assistant is that although the overall need for low literacy materials is clear, there have also been two requests for more in-depth information on a medical condition -- in Spanish. We will be ordering the Spanish language version of Current Medical Diagnosis and Treatment and evaluating whether we need an additional Spanish textbook.

Different perspectives about what is "good" health information, what is appropriate context, and what is "free" were apparent when an aggressive vendor installed a kiosk in the branch library. Planetree library philosophy prevailed. The commercial context of the health information messages was terrible (screen banners advertising infant formula; insomnia information that included "try Brand V"). Also, the kiosk, while available at no charge to the new library, took up the floor space and phone line that was intended for the pc for Internet health searching and training.

V. Projected activities for next quarter

In addition to the various next-quarter activities previously mentioned, we will:

- 1) Spend focused training time with the library assistant on how to access and evaluate electronic health information
- 2) Re-design the original bilingual flyer with feedback from neighborhood residents and partner agencies and step up distribution to area homes and agencies.
- 3) Determine the most compelling way to display the colorful booklets and basic literacy pamphlets. Frequently these items are the preferred "starting point" for patrons at the community center; even slim consumer level books can be overwhelming. However, the books are too expensive for giveaways. We will find the best way to make them a part of the collection, including circulating copies.
- 4) Schedule at least one presentation at a Gardner clinic staff meeting regarding the availability of PubMed and Internet training at the branch library (Gardner clinics do not currently have access to the Internet).
- 5) Formalize recruitment and training of volunteers for branch library.
- 6) Create written/verbal form to solicit from community center and library users what types of health, social service, and neighborhood improvement information they would like to see on a local web page. Begin design of web page.
- 7) Establish DSL service for the main Planetree Health Library.

VI. Reporting forms/etc.

A reporting form to track outreach efforts has been developed and is among the appendices.

VII. Appendices

1. Initial flyer about new health library in the Mayfair neighborhood (bilingual)
2. New brochure for the main PlaneTree Health Library
3. Draft of Planetree section of the MOU regarding initial grant which provides history and foundation for the current NLM contract

4. Instructions from Planetree for branch library assistant about how to build a miniarticle file collection, including selected and translated file headings (Planetree main has over 700 headings)
5. Tracking form for outreach efforts
6. Poster of bilingual guide to the collection
7. Front page of fall newsletter from San Jose Development Corporation

APPENDIX C
Outreach Reporting Forms

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: April 19, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Student National Medical Association			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: PSRML			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED			
A. CITY Los Angeles	B. STATE CA	C. ZIP CODE 90067-4701	
D. COUNTY Los Angeles	E. CONGRESSIONAL DISTRICT 29th		
7. LENGTH OF ACTIVITY (HOURS) .5	8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	10. SIGNIFICANT NUMBER OF MINORITIES PRESENT (>50%) <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
11. NUMBER OF PERSONS WHO ATTENDED:			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Medical students	40		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	40		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school.

12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: C. Hamasu 310-825-2183

OUTREACH REPORTING FORM (Reporting forms should be included with Quarterly Reports)			
1. DATE OF ACTIVITY: June 21, 2000			
TYPE OF ACTIVITY: <input checked="" type="checkbox"/> NLM System <input type="checkbox"/> Technology Awareness <input type="checkbox"/> Other (please specify) <input checked="" type="checkbox"/> Other Internet Session <input type="checkbox"/> Train the Trainer			
3. ASSOCIATION/INSTITUTION SPONSORING ACTIVITY: Hollywood Community Hospital—Van Nuys			
4. ASSOCIATION/INSTITUTION CONDUCTING ACTIVITY: PSRML			
5. OTHER COLLABORATING (OR COOPERATING) INSTITUTION:			
6. LOCATION WHERE ACTIVITY OCCURRED			
A. CITY Van Nuys		B. STATE CA	C. ZIP CODE 91401-4213
D. COUNTY Los Angeles		E. CONGRESSIONAL DISTRICT 24	
7. LENGTH OF ACTIVITY 1 (HOURS)		8. HANDS ON PRACTICE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	
9. CEU <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO CME <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		10. SIGNIFICANT NUMBER OF MINORITIES <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO PRESENT (>50%)	
11. NUMBER OF PERSONS WHO ATTENDED:			
CATEGORY (List by profession or specialty)	AFFILIATED	UNAFFILIATED*	UNKNOWN
Nurse	2		
Allied Health	3		
Administrator	1		
Health Information Services	2		
UNIDENTIFIED HEALTH PROFESSIONS			
TOTAL	8		

* Unaffiliated is defined as lacking attending privileges at a hospital which has a medical library or not on the faculty (full-time, part-time adjunct or clinical) of a professional school. 12. NAME AND TELEPHONE NUMBER OF PERSON SUBMITTING FORM: C. Hamasu 310-825-2183

APPENDIX D

Exhibit Reports

EXHIBIT REPORT

DATE: October 9, 2000

SUBMITTED BY: Claire Hamasu

EXHIBIT: Pri-Med West 2000, Long Beach Convention Center, April 6-8, 2000

Staff: Judy Bube, University of California, Irvine Eileen Wakiji, California

State University, Long Beach

Clair Kuykendall, Claire Hamasu, Elaine Graham, PSRML

Number of Registrants: 7,000

Number of Exhibits: 151

Online health/medical information exhibitors were Healtheon/WebMD and Medscape

	NLM Demos	Visitors
Th 4/6 8:45 – 4:00	33	83
Fr 4/7 8:45 – 4:00	37	123
Sa 4/8 8:45 – 1:30	<u>35</u>	<u>89</u>
TOTAL	105	295

EXHIBIT SUMMARY (Narrative)

Booth Location: The booth was located toward the center of the exhibit hall and not visible from the entrance, but there was good traffic.

Problems: The freeway exit for the convention center was closed for the last two days of the meeting. This and the long lines getting into the parking lots caused all staff to arrive at the exhibit booth late. Suggestions were made that more staff was needed to direct traffic.

As always, this was an excellent venue to promote NLM web resources. Most attendees had Internet access and most attendees had some experience looking for information on the web. Our handout of evaluated websites for primary care practitioners was so popular that we ran out after distributing 400.

The free NLM and MEDLINE*plus* pens drew people to the booth and provided us with the opportunity to talk to them about their use of web resources.

Recommendation: PSRML will continue to exhibit at PriMed as one of our regional exhibits.

APPENDICES: Budget Sheet, Handout, Exhibit Hall Handout

	Meeting:	Primary Medicine West	
	City:	Long Beach, CA	
	Dates:	April 6-8, 2000	
Exhibit Expenses:			Amounts:
	Space Rental		\$2,850.00
	Freight		\$160.50
	Drayage		
	Labor		
	Electricity		\$196.00
	Phones		\$700.00
	Tables		\$154.00
	Chairs		\$104.00
	Carpets		\$234.00
	Trash Cans		\$15.00
	Computer Rentals		\$108.25
	Design & Printing		\$327.43
	Literature Stand		
	Advertising		
	Miscellaneous		
		Sub-Total	\$4,849.18
<i>Travel Expenses</i>			
	Air Travel		
	Ground Transportation		\$201.65
	Accommodations		
	Meals		\$42.60
	Parking		
		Sub-Total	\$244.25
		GRAND TOTAL	\$5,093.43



EXPLORE FREE PRIMARY CARE RESOURCES ON THE INTERNET!

From the National Library of Medicine
www.nlm.nih.gov

MEDLINE®

NLM offers **PubMed**, a free system to search MEDLINE®. **PubMed**:

- Provides an easy way to search the 11 million references and abstracts in the MEDLINE® database;
- Uses a retrieval engine to link to about 400 journals for full text of articles (some publishers may require a subscription) and provide pre-computed sets of relevant MEDLINE® articles;
- Offer NLM's Medical Subject Headings for searching; and
- Use Loansome Doc for document delivery services (there may be local charges).

PubMed

<http://www.ncbi.nlm.nih.gov/PubMed/>

Also has links to molecular biology databases of DNA/protein sequences and 3-D structure data.

Clinical Trials

<http://clinicaltrials.gov/ct/gui/c/b>

The U.S. National Institutes of Health, through its National Library of Medicine, has developed ClinicalTrials.gov to provide patients, family members and members of the public current information about clinical research studies.

MEDLINE^{plus} - Resources for the Health Information Consumer

www.nlm.nih.gov/medlineplus

MEDLINE^{plus} directs the lay person to resources containing information that will help research their health questions. The latest information is available with links to pre-configured MEDLINE® searches. Health consumers are encouraged to discuss search results with their health care professional.

OTHER INTERNET SITES OF INTEREST

CLINICAL TOPICS

Abstracts of Cochrane Reviews

www.update-software.com/ccweb/cochrane/revabstr/mainindex.htm

Makes available abstracts of the reviews and protocols found in the Cochrane Library, an electronic publication designed to supply high quality evidence in the healthcare field. This is one of the information resources for evidence based practice.

HealthWeb

<http://www.medsch.wisc.edu/chslib/hw/primary/>

This site, produced as a collaboration between the Health Sciences Library of the University of Wisconsin-Madison, The University of Wisconsin Medical School Department of Family Medicine, and the HealthWeb Project, provides information on a variety of topics, including clinical resources, organizations, electronic publications and practice management.

Netting the Evidence: A SchARR Introduction

<http://www.shef.ac.uk/~scharr/ir/netting.html>

Compiled by SchARR (the University of Sheffield's School of Health and Related Research), this site provides links to numerous web sites, representing various aspects of evidence-based medicine.

Primary Care Clinical Practice Guidelines

medicine.ucsf.edu/resources/guidelines/guide.html

This site provides primary care providers clinical practice guidelines. Derived from evidence-based medicine, these statements and articles bring together the best external evidence and other knowledge necessary for decision-making about a specific health problem.

URMC Critically Appraised Topics

www.urmc.rochester.edu/medicine/res/CATS/Cathome.html

Compiled by the University of Rochester Medical Center, this contains clinical questions and scenarios, along with a "clinical bottom line" provided by physicians; evidence is included to support the answers to clinical questions, and assist site visitors in their own practice/research.

Evidence-Based Medicine: Finding the Best Clinical Literature

<http://www.uic.edu/depts/lib/health/ebm.html>

This guide is designed to assist health care professionals and student become effective and efficient users of the medical literature. This University of Illinois, Chicago site assists clinicians in understanding and using the many tools available in implementing evidence-based practices in clinical or research settings.

PDR Online

<http://www.pdr.net/>

This site offers the latest addenda to PDR, as well as the complete entry on each drug. Users must make a one-time registration with their DEA #. This site is free for physicians.

FamilyMed.com

<http://www.familymed.com/>

Portal for family physicians online, offering tools and information on family medical care, including the latest research, educational modules, practice guidelines, decision tools, and more.

VOLC-R - Primary Care Resources on the Internet

<http://griffin.vcu.edu/~dimlist/>

This site is designed as a resource both for patients and physicians, offering medical information and links on a variety of topics.

Doctor's Guide to the Internet

<http://pslggroup.com/DOCGUIDE.HTM>

Doctor's Guide to the Internet is brought to you by P\SL Consulting Group Inc. an organisation dedicated to providing the information and information services most likely to help promote the informed and appropriate use of medicines by health care professionals and organisations as well as by the people to whom they are prescribed.

ORGANIZATIONS

American Hospital Association

www.aha.org/

The American Hospital Association is the national organization that represents and serves all types of hospitals, health care networks, and their patients and communities.

American Medical Association

www.ama-assn.org

A good starting point for finding AMA resources, including CME courses. Excellent links to other health related sites are available. Membership to the library includes web delivered services. A review of the site map is recommended to gain an overview of all that the AMA offers at this site.

JCAHO - Joint Commission on Accreditation of Healthcare Organizations

www.jcaho.org/

The mission of the Joint Commission is to improve the quality of health care for the public by providing accreditation and related services that support performance improvement in health care organizations. The Joint Commission is an independent, not-for-profit organization, and the nation's oldest and largest standards-setting and health care accrediting body.

American College of Physicians - American Society of Internal Medicine

<http://www.acponline.org/>

The American College of Physicians-American Society of Internal Medicine (ACP-ASIM) is the nation's largest medical specialty society. Its mission is to enhance the quality and effectiveness of health care by fostering excellence and professionalism in the practice of medicine.

Society of General Internal Medicine

<http://www.sgim.org/>

The Society of General Internal Medicine (SGIM) is an international organization of health professionals who combine caring for patients with educating and/or doing research. SGIM is dedicated to improving patient care, education, and research in primary care and general internal medicine. This web site includes links to publications, funding opportunities and professional meetings, in addition to information about SGIM activities.

American Medical Informatics Association

<http://www.amia.org/>

This is the home page for AMIA, an organization dedicated to "advancing health care through information technology". It offers links to a variety of resources, including the full-text on-line version of the organization's *Journal of the American Medical Informatics Association*.

Association of American Medical Colleges

<http://www.aamc.org/>

The Association of American Medical Colleges, an association of medical schools, teaching hospitals, and academic societies, has as its purpose the improvement of the nation's health through the advancement of academic medicine. This web site offers a variety of resources for clinical faculty and students, as well as health policy and business news updates.

PUBLICATIONS ONLINE

British Medical Journal	www.bmj.com/index.shtml
New England Journal of Medicine (partial)	www.nejm.org/content/index.asp
JAMIA (Journal of the American Medical Association)	http://www.jamia.org/

META DIRECTORIES OF MEDICAL SITES

BioSites	www.library.ucsf.edu/biosites
Hardin Meta Directory	www.lib.uiowa.edu/hardin/md/surg.html
MedWeb	www.MedWeb.Emory.Edu/MedWeb/default.htm

INTERNET SEARCHING SKILLS ENHANCEMENT

These sites can assist you in developing your WorldWideWeb searching skills:

Netscape Navigator Handbook	home.netscape.com/eng/mozilla/3.0/handbook/
Internet Tutorial	www.msn.com/tutorial/default.html
The <i>Times</i> Internet Academy	www.latimes.com/HOME/NEWS/BUSINESS/ACADEMY
Denison Library Online Handouts	www.UCHSc.edu/library/webclass3.html